

Enterprise

by HansaWorld

Integrated Accounting,
CRM and ERP System for
Mac OS X, Windows,
Linux, iOS, Android and AIX

Beginners' Guide

Program version: 7.1 2013-12-31

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Preface

The Enterprise by HansaWorld range of products contains a number of powerful accounting, CRM and ERP systems for the Windows, Mac OS X, Linux, iOS, Android and AIX environments.

The programs are designed to make administration and accounting as easy and fast as possible. They are similar in operation regardless of platform. In the specific areas where there are significant differences, these are described and illustrated in full. In all other cases illustrations are taken from the Windows 7 version.

This Beginners' Guide is designed to get you started using Enterprise by HansaWorld as quickly as possible. For more detailed information, please refer to the full manuals online at www.hansamanuals.com. A list of manuals can be found on the next page.

Text in square brackets - [Save], [Cancel] - refers to buttons on screen.

Information in this document is subject to change without notice and does not represent a commitment on the part of HansaWorld. The Software described in this document is a sophisticated information management system. Features are liable to alteration without notice. This documentation is not intended as a *de facto* representation of the system, but as an overview of its facilities. It cannot be exhaustive in all respects. Whilst effort is made to ensure the accuracy of the information published concerning the features and use of HansaWorld software, it is still possible that certain functions mentioned may not be fully implemented, may not be available under certain circumstances, or may possibly relate to a future release of the software. Errors and omissions excepted. HansaWorld accepts no contingent liabilities. All HansaWorld software related transactions are subject to HansaWorld's Conditions of Sale and Software Licence Agreement. All rights reserved.

How the Enterprise by HansaWorld manuals are organised

Introduction to Enterprise by HansaWorld

| | |
|------------------------------|--|
| Introduction | Installing Enterprise by HansaWorld, the basic ideas |
| Work Area | Basic elements of Enterprise by HansaWorld: modules, registers, windows, menus, functions, buttons |
| Accounting Principles | About the place of Enterprise by HansaWorld in your business, integration between ledgers, objects |
| Starting Work | Entering opening balances |

Manuals for each Module

| | |
|---|--|
| Assets | Asset accounting, calculation of depreciation using user-definable depreciation models, revaluation |
| Business Alerts | System alerts, transaction approval processes |
| Cash Book | Inward and outward cash transactions, receipts and payments |
| Consolidation | Multi-company reporting, subsidiaries and daughter companies |
| Contracts | Periodic invoicing and repeat billing, contract renewals, contract quotations, contracts from invoices |
| CRM | Time management using daily or monthly calendar formats. Contact and customer history. Customer letters and mailshots. Target time. Employee time statistics |
| Currency | Multi-currency in all modules |
| Customers, Suppliers and Contact Persons | Customers and suppliers, customer categories and reports |
| Expenses | Payments to and from employees |
| Items and Pricing | Products and services, pricing |
| Job Costing | Project management. Recording time, expenses and purchases. Instalments. Pricing by consultant, project, task and time of day. Budgets and quotations |
| Mail | Internal mail, external mail (email), conferences, off-line local mail, chat |
| Nominal Ledger | Transactions, simulations, budgets and revised budgets. Error correction. Account reconciliation. Transaction templates. Flexible management and financial reports with multi-dimensional analysis and drill-down to transaction level |
| Production | Multi-level assemblies from components |
| Purchase Ledger | Purchase invoices, payments and payment suggestions, creditor reports, prepayments, accruals, acceptance |
| Purchase Orders | Purchase orders, goods receipts and purchase pricing |
| Quotations | Sending quotations, call backs, pipeline management, opportunity forecasting, and conversion ratio reports |
| Report Generator | User-definable reports |
| Sales Ledger | Invoices, receipts, debtor reports and documents, deposits and prepayments, accruals |
| Sales Orders | Orders and deliveries. Invoices from orders |
| Service Orders | Management of service stock, invoicing of repairs, warranties |
| Stock | Deliveries, goods receipts and stock movements, batch and serial number tracking, multi-location stock management |
| System Module | Settings and parameters. System-wide usage |

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Chapter 1: Demo Database

The Enterprise by HansaWorld installation package includes a demonstration database. This is a fully functioning database with the exception that Cloud Services are disabled. You can use a demo database for 30 days, after which it will go into restricted mode. From that time onwards, you will only be able to print reports and documents to screen, not to a printer, to file or to any other medium.

The demonstration database contains sample data, and allows you access to every module. If you are new to Enterprise by HansaWorld, the demonstration database allows you to test and get a feel for the software, to see how well it will satisfy your requirements. If you are already an Enterprise by HansaWorld user, the demonstration database allows you to test new or unfamiliar Enterprise by HansaWorld features before using them in your “live” database.

This manual provides a guided tour of the core features of Enterprise by HansaWorld, illustrated using the demo database.

System Requirements

Operating Systems

| | Single-User/Client | Server |
|-----------------|---|--|
| Mac OS X | Mac OS X 10.7 and later (requires Cocoa). PowerPC processors are not supported | Mac OS X and Mac OS X Server 10.6 and later (Intel 32- and 64-bit) |
| Windows | Windows XP Service Pack 3, Vista, 7 and 8. Internet Explorer 7 or later must be installed. With XP, .NET Framework 3.5 (or .NET Framework 3.5 Client Profile) must be installed. Later versions of .NET Framework are not supported | Windows Server 2003 and later (x86 and x64) |
| Linux | The KDE desktop environment includes the necessary fonts as standard | RedHat Enterprise version 6 and later (x86 and x86-64) SuSE Enterprise version 11 and later (x86 and x86-64) Ubuntu 8.04 and later |
| Other | iOS 6.1 and later Android 4.0.3 and later Windows Mobile 5 and later | |

Server Hardware

The following general hardware recommendations apply to all platforms—

| | Very Small Server | Small Server | Medium Server | Large Server |
|--|-----------------------|--------------------------|---|---|
| Users | 1-5 | 3-20 | 15-40 | 30-80 |
| RAM | 2 GB | 4 GB | 8 GB | 12 GB |
| CPU | 1.8 GHz dual core | 2.0 GHz dual core | 2.5 GHz quad core | 3 GHz eight cores |
| Disks | 2 x 7200 rpm mirrored | 2 x 128 GB mirrored SSDs | 2 x 256 GB mirrored SSDs | 2 x 512 GB or 4 x 256 GB mirrored SSDs for database 4 x 15000 rpm RAID 5 for OS and back-ups |
| Internal network speed (network card, switches etc) | 100 Mb/s | 100 Mb/s | 1 Gb/s (to allow for backing up over the network) | 1 Gb/s (to allow for backing up over the network) |

The RAM requirement of the server should be calculated as follows—

- 1 GB RAM for the operating system
- + 0.5 GB for the Enterprise by HansaWorld engine
- + 10-50% of the database (HDB) size

For example, if the database size is 8 GB, the server should have between 2.3 and 5.5 GB RAM. The higher percentage applies when the database contains little or no historical data, and the lower percentage when it contains 10 or more years' worth of historical data.

The recommended CPUs are the current generation (2013) Intel and AMD x86 CPUs.

For larger configurations (80-1000+ users) please contact your HansaWorld office for help with configuring the appropriate hardware for your situation.

Installation

To download and install Enterprise by HansaWorld, follow these steps—

1. Go to the Downloads section of our website (www.hansaworld.com/downloads/).
2. After registering, click the links to download the appropriate version for your operating system. The versions you should download and install are as follows—

Windows .NET Client

Use as Windows single-user

Mac OS X Cocoa GUI

Use as Mac OS X single-user. This Cocoa application requires OS X 10.7.

Linux GUI

Use as Linux single-user (Intel processors only)

3. Under Windows, an Enterprise by HansaWorld installer will be saved on your hard disk.

Launch the installer by double-clicking, and follow the instructions on screen.

4. Under Mac OS X, a .dmg file will be saved on your hard disk. Open the .dmg file by double-clicking, and then copy its contents to your 'Applications' folder.
5. Under Linux, the downloaded file will be a single self-expanding archive. Create a new folder on your hard disk, and move the file that you have downloaded into this folder. Then, double-click the file to expand it.
6. An iOS demonstration version of Enterprise by HansaWorld is available in iTunes, and an Android demonstration version in Google Play. Both are named "Enterprise 7.1". In both cases, you can try the application on a stand-alone basis using the demonstration data on your device, but you cannot create a new database. With your own data, you can only use iOS and Android devices as clients, accessing data on your server. Please refer to page 132 below for details about server-client installations.

You will now have successfully installed Enterprise by HansaWorld as a stand-alone application. The next stage is to launch the application for the first time.

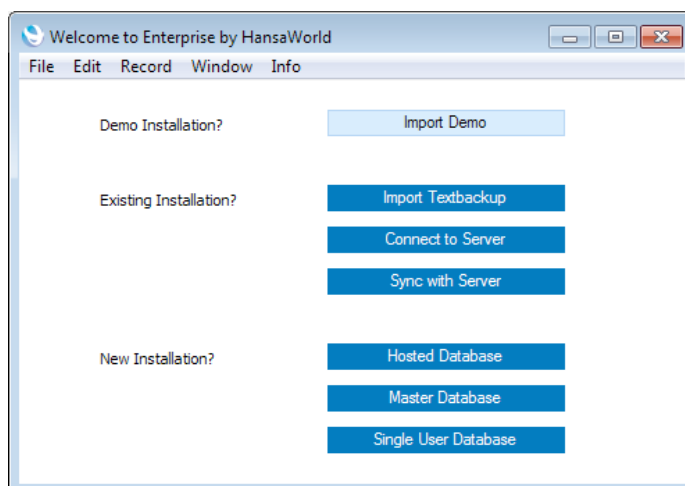
For details about installing a multi-user (server-client) version of Enterprise by HansaWorld, please refer to page 132.

Starting Enterprise by HansaWorld and Opening the Demonstration Database

You can use the demonstration database to evaluate Enterprise by HansaWorld to see how closely it will satisfy your requirements. The demo database is fully functional with the exception that Cloud Services are disabled. You can use a demo database for 30 days, after which it will go into restricted mode. From that time onwards, you will only be able to print reports and documents to screen, not to a printer, to file or to any other medium.

To start using the Enterprise by HansaWorld demo database, follow these steps—

1. Start Enterprise by HansaWorld by double-clicking the application icon. The first window to appear will ask how you want to use the application—



2. Click the [Import Demo] button. A new database will be created, the demonstration data will be imported, and you will be logged in automatically.
3. The Master Control panel will appear, as illustrated below on page 14. The window title of the Master Control panel will contain the phrase "(DEMO)" as a suffix, to remind you that you are in a demo installation and that you should use it for testing only and not for real data.

If you are using Skype, Skype will now ask you if you will allow Enterprise by HansaWorld to use Skype. Please refer to the next section for details.

If testing the demo database shows that Enterprise by HansaWorld will not completely satisfy your requirements, remember that it can be customised using HAL (HansaWorld Application Language). HAL can be used for anything from renaming fields on screen to creating entirely new modules. It is an extremely powerful tool that can be used to adapt Enterprise by HansaWorld for use in many very specialised environments. Please refer to your local Enterprise by HansaWorld representative for details.

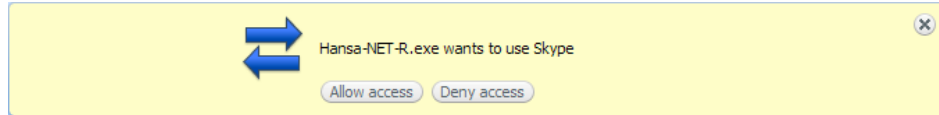
For More Information

Please click for more details about—

- [Starting a new database from scratch](#)
- [Entering Opening Balances](#)
- [Registering your copy of Enterprise by HansaWorld](#)

Interaction with Skype

As soon as you start Enterprise by HansaWorld, it will start communicating with Skype, if that application is running. When you log in to Enterprise by HansaWorld for the first time, Skype will ask you if you will allow Enterprise by HansaWorld to use Skype—



If you click [Allow access], you will allow Enterprise by HansaWorld to use Skype, and you will not be asked again (unless you install a new version of Enterprise by HansaWorld). This means that you will be able to initiate Skype calls and chats from the 'Business Communicator' window, and that all incoming and outgoing Skype calls will be added to the contact history of the relevant Customers and Suppliers. This is described below on page 50.

If you click [Deny access], you will prevent Enterprise by HansaWorld from using Skype, and you will therefore not be able to make or receive Skype calls or chats from Enterprise by HansaWorld. If you choose this option and then change your mind, quit Enterprise by HansaWorld, and then, in Skype—

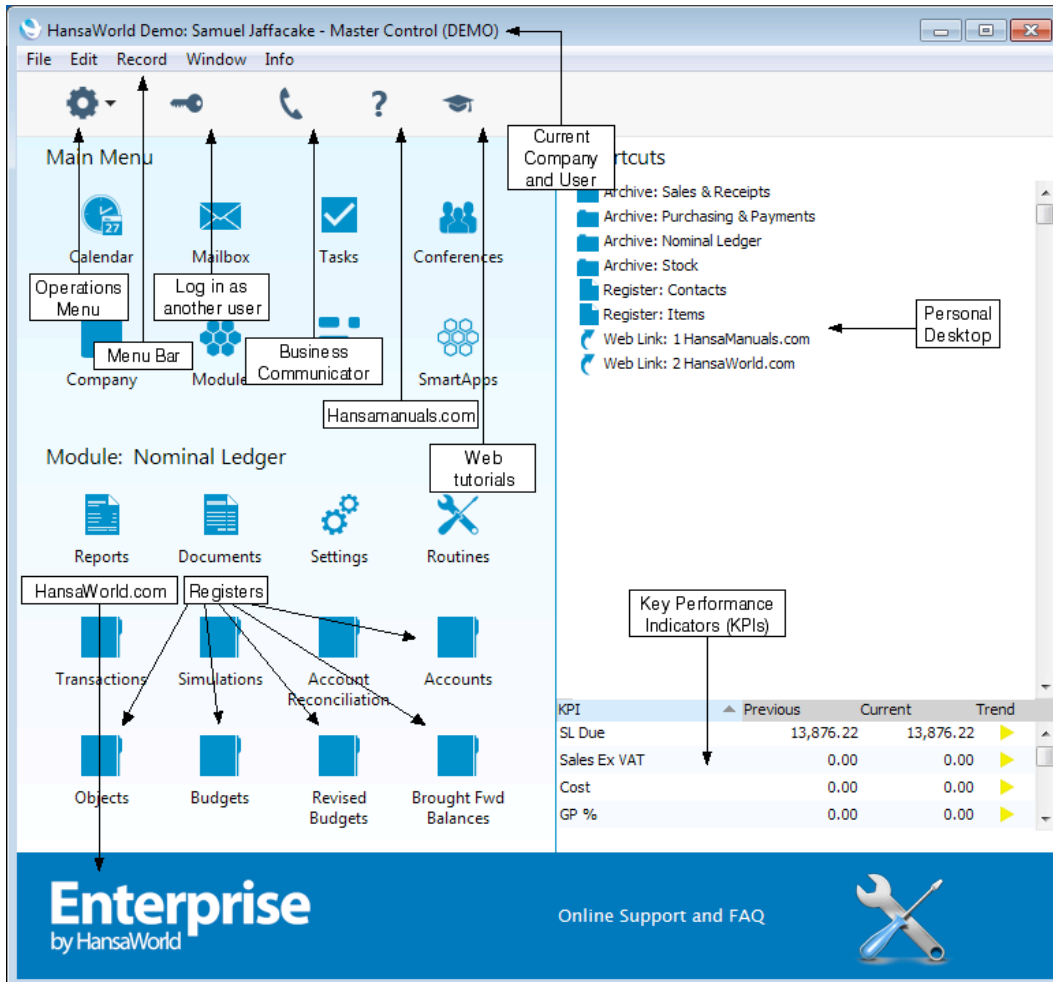
- Under Windows, choose 'Options' from the Tools menu, then click the [Advanced] button in the list down the left-hand side. Click on 'Manage other programs' access to Skype' at the bottom of the page.
- On Mac OS X, choose 'Manage API Clients' from the Account menu (available in Skype 2.6.0.137 and later).

Remove all HansaWorld entries from the list, and then restart Enterprise by HansaWorld.

Depending on the platform and the version of Skype you are using, there may be a third option not shown in the illustration, "Allow this program to use Skype, but ask again in the future". If you choose this option, you will be asked to allow Enterprise by HansaWorld to use Skype each time you start Enterprise by HansaWorld.

Master Control Panel

The Master Control panel is the main tool palette in Enterprise by HansaWorld—



You can open the Master Control panel or bring it to the front at any time by choosing 'Master Control' from the File menu. Windows and Linux users can use the keyboard shortcut Ctrl-M, while Mac OS X users can use ⌘-M.

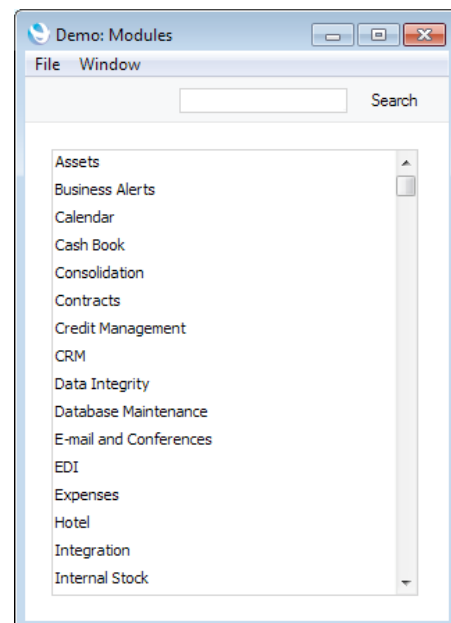
The tools in the Master Control panel are described in the relevant sections in this manual.

Working with Records

Modules

Enterprise by HansaWorld is divided into several different areas, or modules. Each module corresponds to a different department in a normal company, containing the tools that the equivalent company department needs to carry out its daily tasks. For example, the Sales Ledger module contains the tools to raise Invoices, receive money and manage debt-chasing campaigns.

To change to a different module, click the [Module] button in the Master Control panel, or use the Ctrl-0 (zero) (Windows and Linux) or ⌘-0 (Mac OS X) keyboard shortcuts. The following list window appears—



Choose a module by double-clicking. If you prefer to use the keyboard, type the first few characters of the name of the module you want and then press the Enter key. Then, move the highlight using the arrow keys and, when the module that you need is highlighted, press the Enter key again.

As soon as you change module, the register buttons in the lower part of the Master Control panel will change to represent the registers in the new module. If you have any list windows open (e.g. lists of settings, documents or reports), their contents will change as well.

Registers

Each module contains a number of registers in which information of a particular type is stored. For example, information about Customers and Suppliers is stored in a Contact register, information about Items is stored in an Item register and so on.

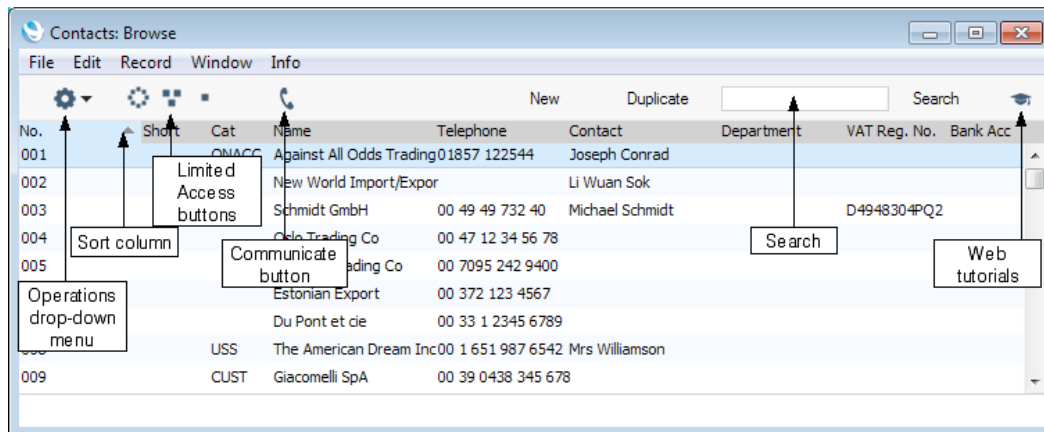
You can open a register using the buttons in the bottom section of the Master Control panel, or using a keyboard shortcut. Use Ctrl-1 (Windows and Linux) or

⌘-1 (Mac OS X) to open the first register in a module, Ctrl-2/⌘-2 for the second register, and so on. A module can contain up to eight registers.

Browse Windows

When you open a register, a browse window will open. The browse window is a list of the records in the register.

For example, if you click the [Contacts] button in the Master Control panel while working in the Sales Ledger or the Sales Orders module, the window that opens is a browse window, entitled 'Contacts: Browse'. This window lists all the Contacts in the register—



Browse windows offer the following features—

Sorting

Click a column heading to sort the list. Click again to reverse the sort. The sort column has a blue heading, and an arrow indicates the sort direction.

Searching

To find a particular record in the list, first sort the list by the column that you want to use for the search. For example, if you want to search for an Order with a certain Number, sort the list by No. as shown in the illustration. Then, type a letter, word, number, or date in the Search field (there is no need to click in the field before typing). Then press the Enter key or click the [Search] button.

Opening a record

Open a record by double-clicking, or by selecting the line and pressing the Enter key. The record will be opened in a record window.

Duplicating a record

Find the record that you want to duplicate, highlight it and click the [Duplicate] button above the list (or use the Ctrl-K/⌘-Y keyboard shortcut). A record window will open, containing the new duplicate record. In many cases, the new record will contain the current date, not the date of the duplicated record.

Creating a new record

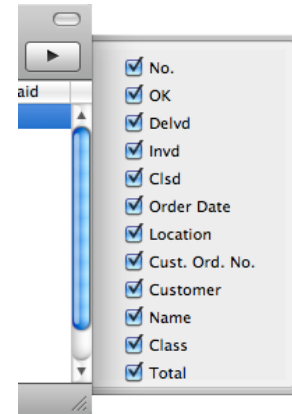
Click the [New] button above the list, or use the Ctrl-N/⌘-N keyboard shortcut. A record window will open, containing a blank new record.

Browse windows in the Mac OS X version of Enterprise by HansaWorld contain some additional features—

Adjusting Columns

Drag the column headings to change the order of the columns.

To remove a column from a browse window, open the drawer by clicking the  button in the top right-hand corner of the window—



Remove the tick (✓) from a check box to remove the corresponding column from the browse window.

Colour Coding

Invoices in the 'Invoices: Browse' window are colour coded—

| Demo: Invoices: Browse | | | | | | | |
|------------------------|----|--------------|--------------|-----------|----------|-----------------------------|----------|
| No. | OK | Invoice Date | Official No. | Order No. | Customer | Name | Total |
| 2013002 | ✓ | 26/08/2013 | | | 010 | BP International | 24.00 |
| 2013001 | ✓ | 17/04/2013 | | 12 | 001 | Against All Odds Trading Co | 763.52 |
| 2012006 | ✓ | 25/10/2012 | | | 016 | London Pride Ventures | 2,350.00 |
| 2012004 | ✓ | 25/10/2012 | | | 003 | Schmidt und son GmbH | 285.48 |
| 2012005 | ✓ | 25/07/2012 | | | 010 | BP International | 55.81 |
| 2012002 | ✓ | 30/05/2012 | | | 001 | Against All Odds Trading Co | 334.88 |
| 2012003 | ✓ | 25/01/2012 | | | 001 | Against All Odds Trading Co | 0.00 |
| 2012001 | ✓ | 03/01/2012 | | 10 | 001 | Against All Odds Trading Co | 27.91 |
| 2009005 | ✓ | 02/11/2009 | | | 001 | Against All Odds Trading Co | 8,892.05 |
| 2009003 | ✓ | 02/11/2009 | | | 001 | Against All Odds Trading Co | 574.34 |
| 2009002 | ✓ | 02/09/2009 | | 9 | 019 | Pink Snack Bar | 195.64 |
| 2009004 | ✓ | 04/04/2009 | | | 016 | London Pride Ventures | 440.63 |
| 2009001 | ✓ | 11/01/2009 | | 8 | 001 | Against All Odds Trading Co | 1,302.44 |
| 2005011 | ✓ | 15/02/2006 | | | 034 | Larry Goldman | 176.25 |
| 2005008 | ✓ | 27/01/2006 | | 4 | 001 | Against All Odds Trading Co | 279.06 |

(no colour)

Invoices not yet due for payment

red

Invoices that are overdue for payment

green

Invoices that are fully paid or credited

Record Windows

You will use record windows to enter, view and edit individual records. All data entry will be made in windows of this type. Shown below is a Sales Order in a record window—

Demo: Order: Inspect

File Edit Record Window Info

< > ⚙️ 🖨️ 📄 ☎️

New Duplicate Cancel Save

No. 13 Name Against All Odds Trading Co

Customer 001 Official No.

OK

Terms Items Currency Del. Terms Price List Inv. Address Del. Address

Date 08/01/2014 Our Reference Samuel Jaffacake Salesman SJ

Payment Terms 30 Attention Joseph Conrad Project

Planned Delivery Objects DEPT1,SJ Order Class

Despatch Date Reference Order Type Normal

Despatch Time Cust. Ord. No. Sales Contract

1

10101

5

Transistor radio

25.00

5.0

118.75

2

10102

3

Surround Sound Radio and CD player

29.00

5.0

82.65

3

10103

3

Receiver

67.00

5.0

190.95

4

10104

16

Loudspeakers

17.00

5.0

258.40

5

10105

4

Cassette deck

56.00

5.0

212.80

6

7

8

9

10

11

12

A

B

C

D

E

F

G

H

Currency GBP GP % 77.0 TAX2 VAT 172.71 Subtotal 863.55

Total GP 665.20 Ext. Tax Base 1,036.26 TOTAL 1,036.26

Use the Return, Tab or arrow keys to move from field to field. You can also use the mouse to click directly in a field. Some record windows, such as the one illustrated, are divided into two sections: the top half contains the details of the parent record (in this case, an Order) and the lower half lists the individual items (or rows) that are included in that Order.

Sometimes a record window contains more information than can be shown on screen at once. If this is the case, there will be a series of tabs (marked 'Terms', 'Items', 'Currency', etc in the example of the Order illustrated above) that you can click to see more pages of information about the parent record. There may also be a series of flips (marked 'A', 'B', 'C', etc) that you can click to see more information for the rows.

The window title will contain the name of the register and will also show the status of the record, as follows—

New

The window contains a new record that has not yet been saved.

Inspect

The window contains a record that has been saved.

Update

The window contains a saved record, and a change has been made to that record that has not yet been saved.

Deleting

The window contains a record that is in the process of being deleted.

18

Record windows offer the following features—



Windows/Linux keyboard shortcuts: PgUp and PgDn
Mac OS X keyboard shortcuts: ⌘-- and ⌘-+

These are the [Previous Record] and [Next Record] buttons. On the left are the Windows versions, on the right are the Mac OS X versions. The left-hand button of each pair is the [Previous Record] button.

Use these buttons to open the previous or next record in the register (i.e. as listed in the browse window). Everything you may have changed in the record you are leaving will be saved.



This button appears in many record windows, such as those for Invoices and Orders. Click it to open the Operations drop-down menu. This menu contains various functions that you can apply to the record currently shown in the window. For example, when working with an Order, use the Operations menu to create a Delivery and Invoice for that Order.



Windows/Linux keyboard shortcut: Ctrl-P
Mac OS X keyboard shortcut: ⌘-P

Click this Printer icon to print the current record. Please refer to page 23 for details.



Windows/Linux keyboard shortcut: Ctrl-Shift-P
Mac OS X keyboard shortcut: ⌘-Shift-P

Click this Preview icon to print the current record to screen in a new window. This will allow you to see what it will look like when you print it on a printer by clicking the Printer icon immediately to the left.



In some record windows, such as those for Activities, Invoices and Contacts, there is a [Communicate] button in the Button Bar. If you need to call the Contact quoted in the Activity or Invoice or whose Contact record you are viewing, click this button. Please refer to the 'Business Communicator Window' section below on page 50 for details.

[New]

Windows/Linux keyboard shortcut: Ctrl-N
Mac OS X keyboard shortcut: ⌘-N

Click this button to save the current record and to close it. A new blank record will then be opened for data entry.

[Duplicate]

Windows/Linux keyboard shortcut: Ctrl-K
Mac OS X keyboard shortcut: ⌘-Y

Click this button to save the current record and to create a copy of it. The original record will be closed and the new copy opened. In many cases, the new record will contain the current date, not the date of the copied record.

[Cancel]

If you have not saved the current record (i.e. the window title is 'New'), click this button to cancel the data entry process and to close the record window. The record will not be saved. If you have previously saved the current

record (i.e. the window title is 'Update'), click this button to discard all changes made since it was last saved. In this case, the record window will not be closed.

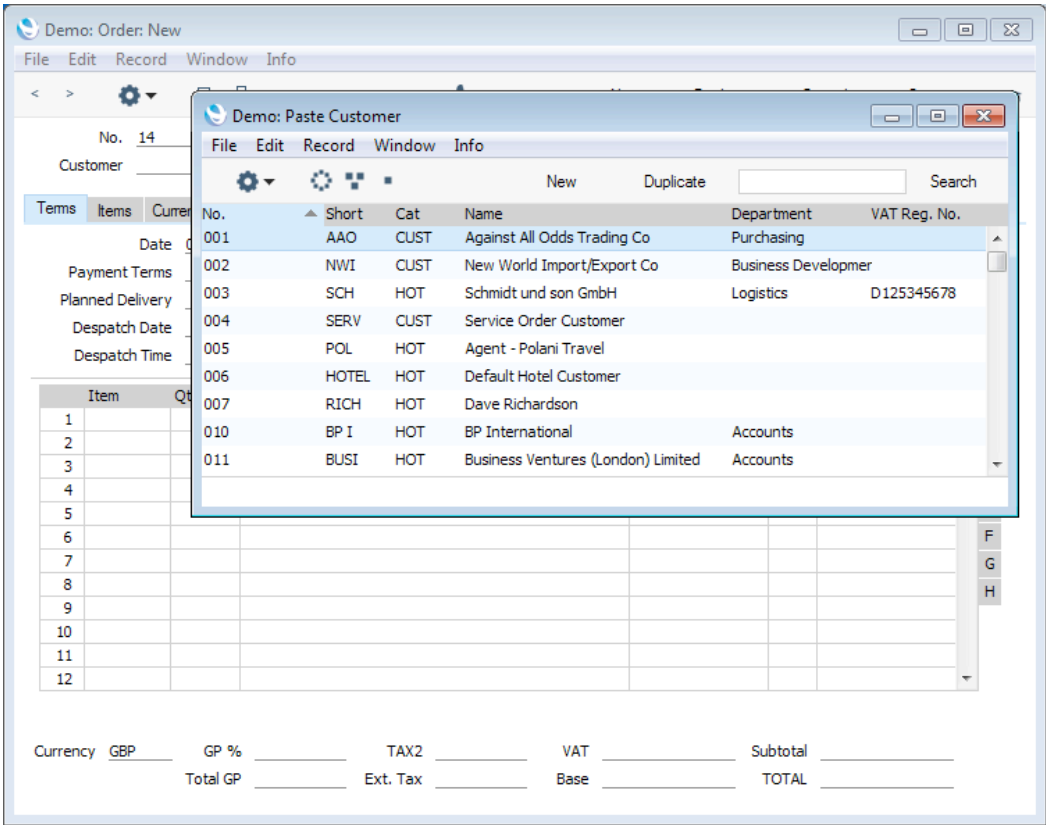
[Save]

Windows/Linux keyboard shortcut: Shift-Enter
Mac OS X keyboard shortcut: Shift-Enter

This button saves all changes to the current record but does not close it.

Paste Special

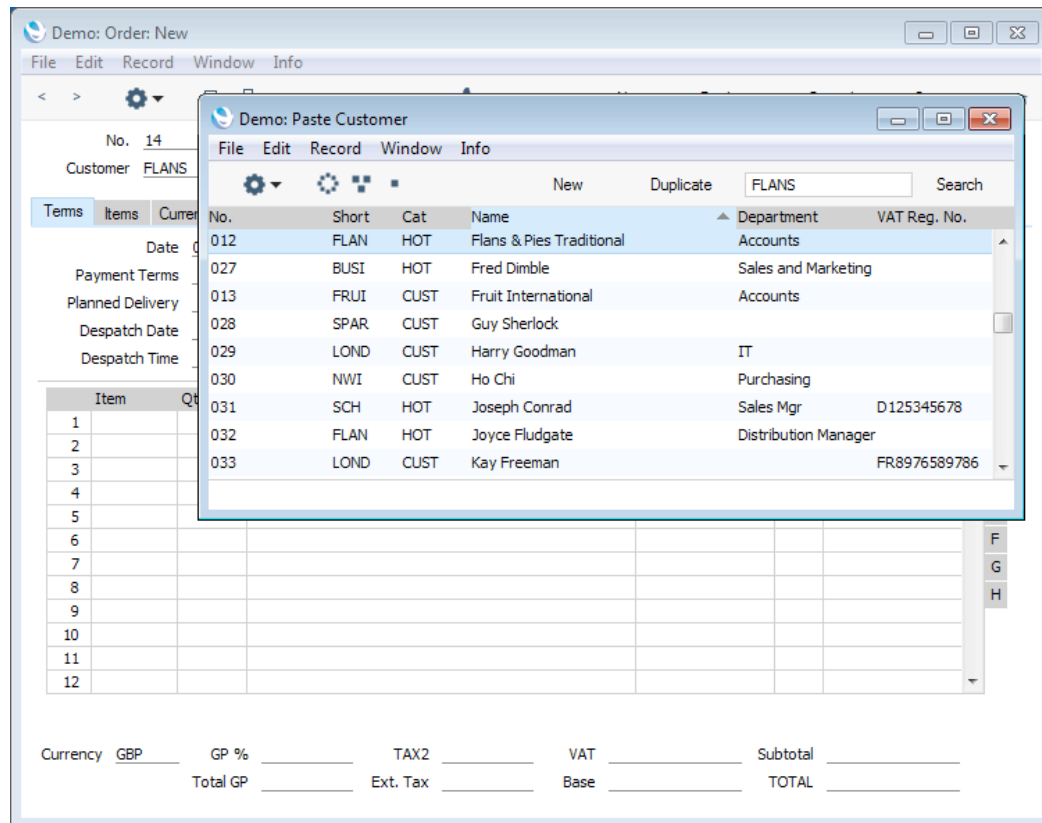
You can use the 'Paste Special' feature in many fields when you need to bring information in to a record from another register or setting. For example, when you enter an Order, you can use 'Paste Special' to choose a Customer or Payment Term. In the following example, a Customer is being pasted into an Order—



To use the 'Paste Special' feature, place the insertion point in the relevant field (the Customer field in the example) and press the Ctrl-Enter (Windows and Linux) or ⌘-Enter (Mac OS X) key combination. A new window will open, listing the records in the register or setting to which you are connecting (in this case, the window will list Customers in the Contact register). The 'Paste Special' list is similar to a browse window in its behaviour, so you can sort and search as previously described. Select the Customer you want by double-clicking or by highlighting and pressing Enter. The Customer Number and other details will be transferred to the Order.

You can make the 'Paste Special' feature more powerful by saving the sort order of the 'Paste Special' list. For example, whenever you need to choose a Customer, you will probably know its Name but not its Number. The first time you use the 'Paste Special' feature to choose a Customer, sort the list by Name and then select 'Save Position' from the Window menu. From now on, the list will

be sorted by Name when it opens. Now you can type the first few characters of the Customer Name in a Customer field and then press Ctrl-Enter or ⌘-Enter. When the 'Paste Special' list opens, the highlighted Customer will be the first one to match the typed characters. If this is the correct one, all you need do is press the Enter key and carry on typing without interruption. In the example shown below, we typed "FLANS" into the Customer Number field of an Order and then pressed Ctrl-Enter. The 'Paste Special' list opens, with the first Customer whose name begins with "FLANS" highlighted—



If the record you are looking for does not exist and so is not shown in the 'Paste Special' list, you can often enter it on the fly. In the 'Paste Special' window, press Ctrl-N or ⌘-N, or click the [New] or [Duplicate] buttons as appropriate. A new Customer window (in this example) will be opened. Enter the new Customer and click [Save]: the new record will be saved and closed. At the same time, the Customer Number will be entered in the Order.

If you realise that your information about the linked record (in this case, the Customer) is out of date (they might have changed their address or telephone number, for example), highlight the Customer in the 'Paste Special' window and press F2 (Windows and Linux) or ⌘-Shift-V (Mac OS X). The Customer record will be opened, allowing you to make the necessary changes. You can also do this if the Customer Number has already been entered to the Order. With the insertion point in the Customer Number field, press F2 or ⌘-Shift-V. This feature is available from most fields with a 'Paste Special' link.

You can also drag and drop records from a browse window or 'Paste Special' list onto a record window. For example, you can drag a Customer Number from the 'Contacts: Browse' or the 'Paste Customer' window into an Order or Invoice. When a record contains a list (e.g. the list of Items in an Order or Invoice), you can open the 'Items: Browse' or the 'Paste Item' window and select a range of Items by clicking while holding down the Shift key. Then, drag them to the Item field in the first empty row in the list. All selected Items will be added to the list.

You can also use 'Paste Special' when you are in a date field to choose a date from a calendar.

Deleting Records

To delete a record, open it in a record window and select 'Delete' from the Record menu.

You cannot delete a record that has been used by other transactions, such as an Account that has been used in an accounting transaction or an Item that has been used in a stock transaction.



You cannot undo the deletion of a record.

Printing Documents

When you need to print an individual record, you will do so by printing a document. Documents are formal printouts, such as invoices or delivery notes, often printed for sending to third parties (e.g. Customers or Suppliers). You can use up to three methods to print documents. These are—

1. Open the record that you want to print and click the Printer icon—



If you want to print to screen, click the Preview icon—



2. Open the register containing the record that you want to print, highlight it in the list and select 'Print' from the File menu. You can select a number of records by shift-clicking to print them all.
3. Click the [Documents] button in the Master Control panel (Ctrl-D/⌘-D) to open a list of documents. The documents in this list will vary depending on the module. Double-click the document that you need. A dialogue box (usually known as a "specification window") will open. Specify the record(s) that you want to print and click the [Run] button. This is the specification window for Invoices—

To print a range of records, separate the first and last records in the range using a colon as shown in the No. field in the illustration.

For More Information

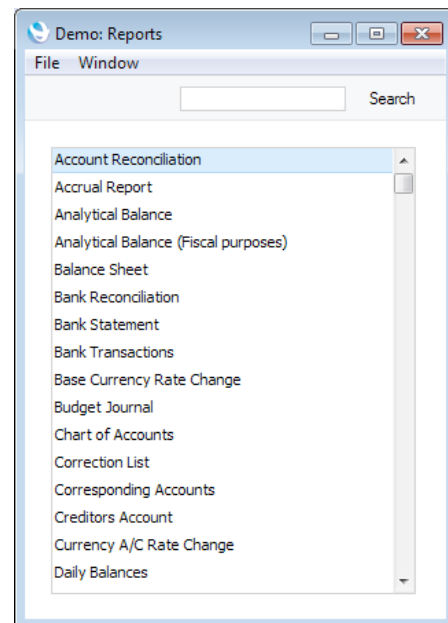
Please click for more details about—

- [Designing Forms](#)
- [Attaching Forms to Documents](#)

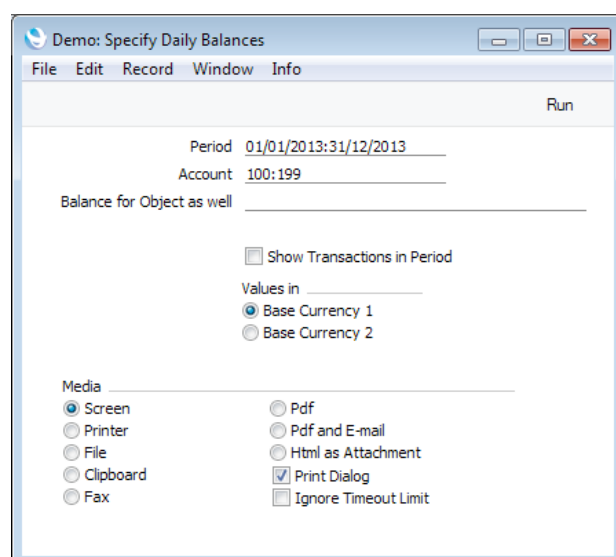
Reports

To print a report, follow these steps—

1. Click the [Module] button in the Master Control panel or use the Ctrl-O/⌘-O keyboard shortcut to choose the module containing the report you want to print.
2. Click the [Reports] button in the Master Control panel or use the Ctrl-R/⌘-R keyboard shortcut to open the list of reports. The reports in this list will vary depending on the module: shown below are the reports in the Nominal Ledger—



3. Double-click the report that you want to print. A dialogue box (or "specification window") will open, where you should specify what you want to be included in the report, and where you want the report to be printed. Illustrated below is the specification window for the Daily Balances report—




Many fields in specification windows allow you to report on a selection range, such as a range of Accounts, or a range of Items. To do this, enter the lowest and highest values of the range, separated by a colon. For example, if a specification window includes an Account field, you will be able to report on Accounts 100 to 199 by entering "100:199" in that field, as illustrated above. Depending on the field, the sort used might be alpha or numeric. In the case of an alpha sort, a range of 1:2 would also include 100, 10109, etc.

You can often use 'Paste Special' (Ctrl-Enter/⌘-Enter) to enter values in fields in specification windows. In the example illustrated above, you can use 'Paste Special' to choose a Period, an Account or range of Accounts, and an Object. In a field where you can enter a range (the Account field in the example), type the colon before opening the 'Paste Special' list for the second time. This will cause the second value (e.g. the second Account) to be added to the one already entered. Otherwise, the previous value will be overwritten.

The specification window also allows you to choose the destination of the printout. To do this, select one of the Media options at the bottom of the window. If you print to file, the report will be saved as a text file that you can then open in most word processors and spreadsheets. If you print to screen (the default setting), you will subsequently be able to send the report to a printer by clicking the Printer icon at the top of the window containing the report or by selecting 'Print' from the File menu.

4. Once you have entered the reporting criteria and have chosen a print destination, click [Run] to produce the report.

Updating Reports

While a report is on screen, it may be that you change one or more of the records that contribute to the calculations. If so, there is no need to close and recreate the report. Simply select 'Recalculate' from the Operations menu with the  icon (or use the Ctrl-Shift-R/⌘-Shift-R keyboard shortcut) to update the report. If you want to change the report criteria before recreating the report (e.g. you want to change the report period), choose 'Reopen Report Specification' instead.

Drill-down

Many reports include a drill-down feature when you print them to screen. For example, when you have a Profit & Loss statement on screen, you can click on any of the Account numbers in the report. Subject to you having the necessary access rights, the Nominal Ledger report for the same Account and period will be opened in a separate window, listing the Transactions that contribute to the account balance in the P&L statement. If you then click on one of the Transaction Numbers in the Nominal Ledger report, the corresponding Transaction record will open, showing all the details recorded for the event. This example is illustrated below—

The screenshot shows three overlapping windows demonstrating the drill-down process:

- Demo: Profit & Loss:** Displays a list of accounts. Account 110 is circled in red.
- Demo: Nominal Ledger:** Opened for Account 110. It shows a list of transactions. Transaction S/INV.2013001 is circled in red.
- Demo: Transaction: Inspect:** Opened for transaction S/INV.2013001. It shows a detailed table of the transaction's components.

Transaction Details Table:

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|-------------------|----------------|-------------------------|------------------------|--------------|---------------|------|
| 1 750 | | Debtors | | 763.52 | | |
| 2 100 | AUDIO,DEPT1,SJ | Sales - Audio | | | 139.65 | 1 |
| 3 110 | AUDIO,DEPT1,SJ | Sales - Video | | | 190.95 | 1 |
| 4 130 | AUDIO,DEPT1,SJ | Sales - Misc | | | 319.20 | 1 |
| 5 830 | DEPT1,SJ | VAT Outputs Payable | | | 113.72 | |
| 6 240 | AUDIO,DEPT1,SJ | Cost of Sales, Domestic | | 114.19 | | |
| 7 740 | AUDIO,DEPT1,SJ | Stock Valuation | | | 114.19 | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | | | | | | |
| 18 | | | | | | |
| 19 | | | | | | |
| 20 | | | | | | |
| 21 | | | | | | |
| 22 | | | | | | |
| Difference Base 1 | | | | 0.00 | | |
| Difference Base 2 | | | | 0.00 | | |
| Total | | | | 877.71 | 877.71 | |
| Total | | | | 1,008.78 | 1,008.78 | |

Text with the drill-down feature is shown underlined in a screen report.

For More Information

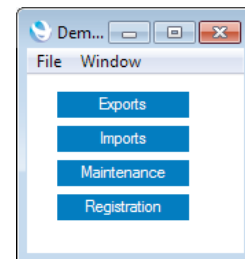
Please click for more details about—

- [Reporting Periods](#)
- [Defining the Balance Sheet and Profit & Loss reports](#)
- [Defining the Key Financial Ratios report](#)
- [Defining the VAT report](#)

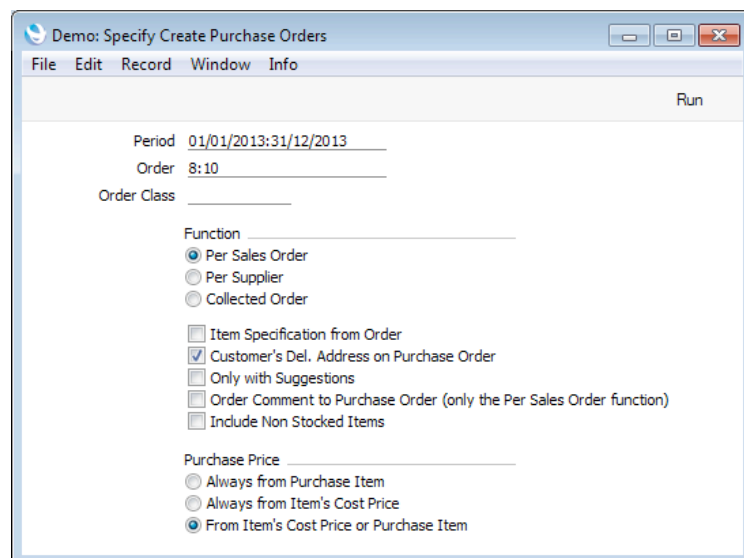
Batch Processing Functions (Maintenance Functions)

Enterprise by HansaWorld contains many batch processing functions, known as “Maintenance” functions. To run a Maintenance function, follow these steps—

1. Click the [Module] button in the Master Control panel (or use Ctrl-0 (zero)/⌘-0) to choose the module containing the function you want to use.
2. Click the [Routines] button in the Master Control panel. A list of routines appears. Click the [Maintenance] button—



3. The 'Maintenance' list window will appear. The functions in this list will vary depending on the module. Double-click the function that you want to use. A specification window will open, where you should specify the records that you want to be updated by the function and what you want it to do. Illustrated below is the specification window for the function that creates Purchase Orders to satisfy Sales Orders—



You should use Maintenance function specification windows in exactly the same way as report specification windows, as described above on page 25. This includes the possibility to enter ranges of records (as shown in the Order field in the illustration), and using 'Paste Special' (Ctrl-Enter/⌘-Enter) to bring values into many of the fields.

4. Once you have entered the criteria that you need, click the [Run] button to activate the function.

Mail

Enterprise by HansaWorld contains Mail facilities that allow users in multi-user systems to—

- Send Mail to other users in your Enterprise by HansaWorld system;
- Send Mail to Conferences, where every user can read it (subject to access restrictions);
- Update Mail that other users have sent;
- Send and receive e-mail. (This feature requires some configuration work to connect Enterprise by HansaWorld to your e-mail servers (both SMTP and POP3) and to ensure incoming e-mails are sent to the appropriate mailboxes. By its nature, this configuration work cannot be included in the demonstration database. You can find details about this configuration work in the full 'Mail' manual.)

Sending and Receiving Mail

To open your Mailbox, click the [Mailbox] button in the Master Control panel. You can also press Ctrl-Shift-M (Windows and Linux) or ⌘-Shift-M (Macintosh). The following window is opened, listing all Mail that you have sent and received—

| Stat. | Subject | Address | Date | Time |
|-------|--|-----------------------|------------|----------|
| | HansaWorld Quotation No: 11 | To: peo@btpglobal.com | 03/01/2012 | 14:47:50 |
| | 001 Our Contact Details: | To: Contact Us | 28/01/2006 | 16:05:07 |
| | Welcome to Hansa Demo Web Page | To: WWW Home | 28/01/2006 | 11:53:47 |
| | Your password is: 001 | To: peo@btpglobal.com | 28/01/2006 | 11:41:43 |
| | 002 Training Day 2 | To: Company News | 28/01/2006 | 11:11:17 |
| | 003 European Trading Co | To: Partners | 28/01/2006 | 11:09:57 |
| | 001 Schmidt und Sohn GmbH | To: Partners | 28/01/2006 | 10:42:45 |
| | 002 New World Import/Export Co | To: Partners | 28/01/2006 | 10:40:24 |
| | 001 Against All Odds Trading Co | To: Partners | 28/01/2006 | 10:40:05 |

Mail is sorted in Date order, with the most recently modified Mails at the top of the list.

The Status column can contain the following symbols—

(blank)

The Mail has been sent or read.



The Mail is one that you have not yet read, or it has been changed by somebody else since you last read it.



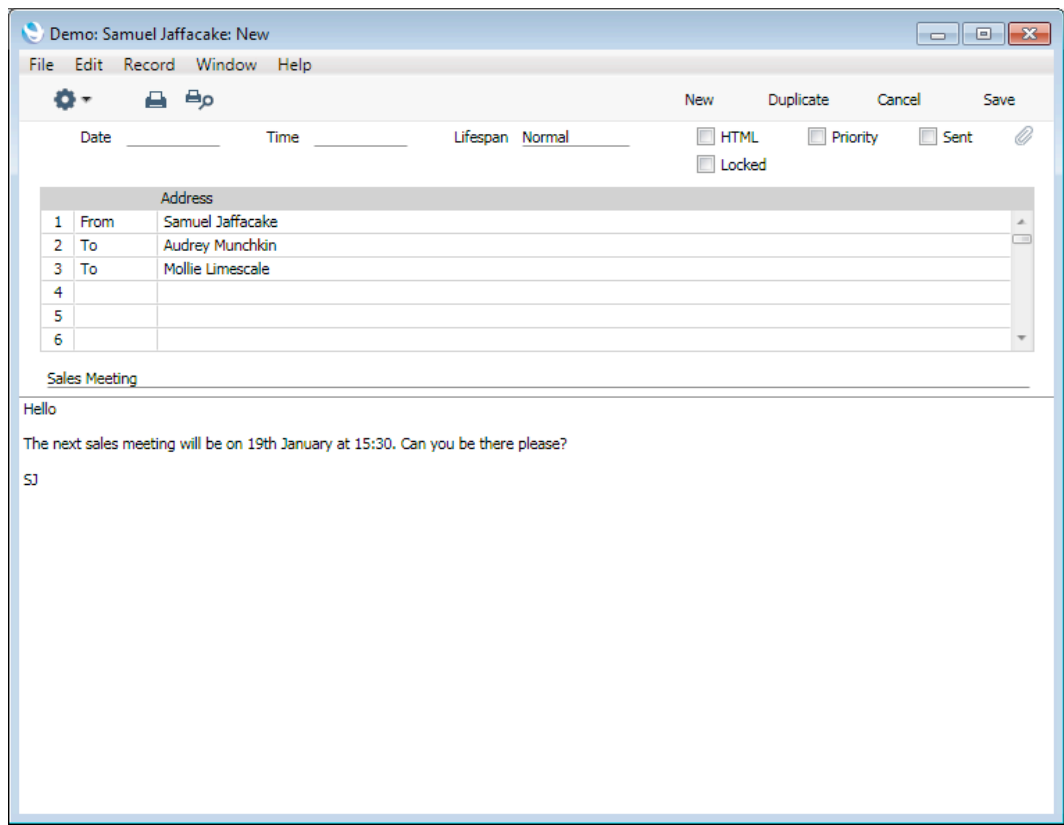
The Mail is one that you have written but not yet sent.



The Mail has at least one Attachment. Attachments are described below on page 35.

Double-click a Mail in the list to read or edit it, or create a new Mail by clicking the [New] button or using the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh)

keyboard shortcut. If you want to create a Mail by copying a similar one, you must open the old Mail first before you can click [Duplicate].



The most important fields are—

Date, Time The date and time the Mail was last modified. These fields are updated automatically using the server’s clock and cannot be changed.

Address **Paste Special** Mailboxes and Conferences, Contacts

Enter the name of the Mailbox or Conference to whom you want to send the Mail. You can send a single Mail to up to 99 Mailboxes, Conferences and e-mail addresses. You can also forward a Mail that you have received, simply by adding the new Address to the end of the list.

If you know the first few characters of the recipient, enter these and press Return. Their full name will appear.

The name of your Mailbox is brought in automatically to the first line of this list, and is shown as the sender.

You can enter “To:”, “From:”, “Cc:” or “Bcc:” as appropriate in the column to the left of the Address. You can use ‘Paste Special’ to choose one of these options. “Bcc” (blind carbon copy) is only relevant when sending external mail: each recipient of internal mail can see the full list of recipients.

Subject The title of the Mail, or a summary of its contents, which will appear in the Mailbox browse window.

| | |
|---------------|---|
| Text | The text of the Mail. There is space for about 32,000 characters. The author of the Mail or any recipient can change this Text at any time (unless the Mail is Locked). |
| Sent | Tick this box to send the Mail. When you next save the Mail, it will appear immediately in the Mailboxes of the specified recipients, with the 'envelope' icon signifying that the recipient has not read it. |
| Locked | Once you have marked a Mail as Locked and saved it, it can no longer be changed. However, it can still be deleted by both author and recipient. |

Sending Mail

As you write a Mail, you can save it periodically for safety. At this stage, its recipients will not see it. The Mail will retain the 'pencil' icon in your Mailbox, signifying that it has not yet been sent.



When you are satisfied that the Mail is finished, tick the Sent box and save it. It will immediately appear in the Mailboxes of its recipients. It will no longer be marked with the 'pencil' icon in your Mailbox, but it will be marked with the 'envelope' icon in all the recipients' Mailboxes, signifying that they have not yet read it.



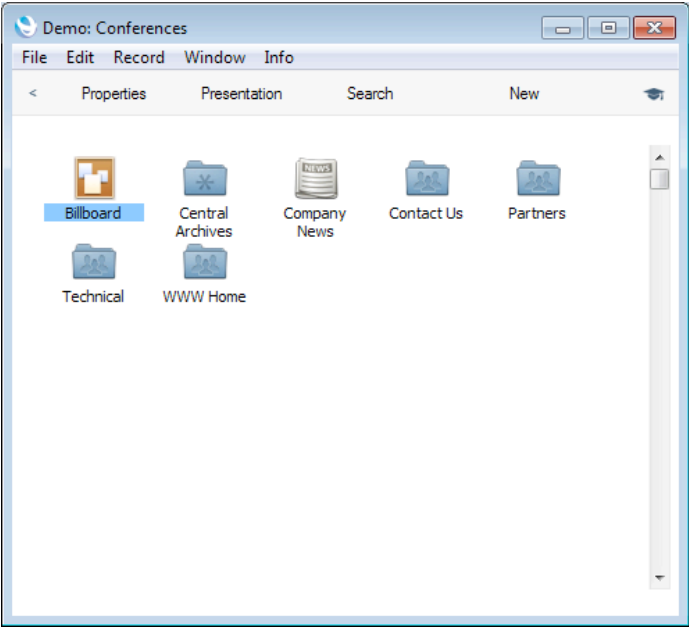
Sending External Mail

If at least one recipient is an e-mail address, they can receive the Mail in one of two ways—

1. The Mail will be sent automatically once you have marked it as Sent and saved it. This will be the case if you are using the Lock and Send E-Mail Automatically option in the Mail and Conference Settings setting. The Mail will also be locked.
2. If you are not using the Lock and Send E-Mails Automatically option, select 'Send E-mail' from the Operations menu after you have saved the Mail. If you do not save changes to the Mail before you use this function, the most recently saved version of the Mail will be sent. The Mail will be sent even if you have not clicked the Sent box, but it is recommended that you do click it, to remove the 'pencil' icon from the Mail in your Mailbox. The Mail will not be locked.

Mail and Conferences

You can read Mails in Conferences in much the same way as those in your Mailbox, as described above. To gain access to your Conferences, click the [Conferences] button in the Master Control panel. The 'Conferences' window opens, showing the Conferences and folders in alphabetical order.

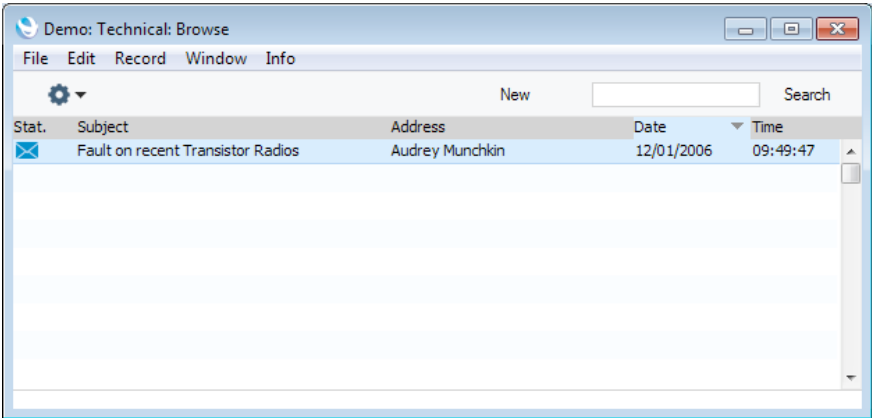


To open a Conference or folder, double-click its icon.

If you open a folder, its contents (sub-Conferences) will be shown. To return to the previous level, double-click the arrow in the top left-hand corner.



If you open a Conference, a browse window opens, listing its Mails in date order. The title of the browse window shows the name of the Conference.



Mail that you have not yet read will be shown with the 'envelope' icon. To read a Mail, double-click it in the list. Once you have read it, you can add your comments, as described in the 'Replying to and Amending Mail' section below on page 33.

You can send a new Mail to the Conference while its browse window is open, by clicking the [New] button in the Button Bar. The new Mail will be addressed to

the Conference automatically. You can of course add more recipients if necessary.

Replying to and Amending Mail

There is no need to reply to internal mail by creating new Mails. Instead, mail can be amended by any of the recipients, so there is no need to read several Mails to keep track of a discussion. This is the case for all Mails, but is especially useful when a Mail has been sent to a Conference where it can be read and discussed by many people.

Demo: Mollie Limescale: Inspect

File Edit Record Window Help

Settings Print Copy

New Duplicate Cancel Save

Date 08/01/2014 Time 13:04:13 Lifespan Normal

☐ HTML ☐ Priority ☒ Sent

☐ Locked

| Address | |
|---------|-----------------------|
| 1 | From Samuel Jaffacake |
| 2 | To Audrey Munchkin |
| 3 | To Mollie Limescale |
| 4 | |
| 5 | |
| 6 | |

Sales Meeting

Hello

The next sales meeting wvill be on 19th January at 15:30. Can you be there please?

SJ

I'll be there.

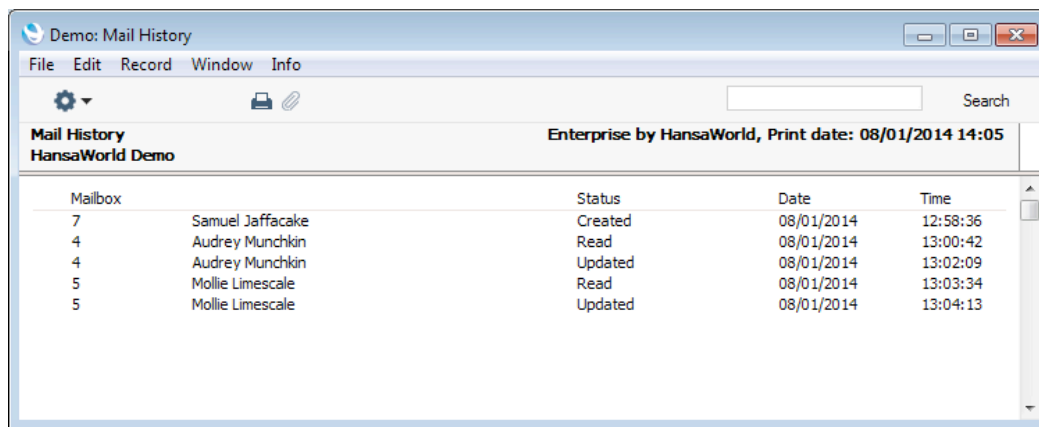
Audrey

Me too.

ML

Whenever an amendment is made and the Mail saved, it will appear as unread (with the 'envelope' icon) in the Mailboxes of all other recipients. If the Mail is in a Conference, it will appear as unread to all other users, so that they are aware that a change has been made since they last read it.


When changing Mails in this manner, it is recommended that all changes be accompanied by the date of the change and the person's initials, otherwise the sense of the Mail and the order of the changes can be lost. If this happens, it can be helpful to look at the History of the Mail. Highlight it in the Mailbox browse window or open it, and then select 'History' from the Operations menu (with the icon). A report will be printed to screen, showing who has read and amended the Mail and when.



Printing Mail

To print a Mail, open it and click the Printer icon in the Button Bar or select 'Print' from the File menu.

Searching for Mail

You can search for Mails containing a certain word or phrase. To do this, open your Mailbox or a Conference and select 'Search' from the Operations menu (with the  icon). This function will only search for Mails in the Mailbox or Conference from where it was activated. To search in every sub-Conference, click the [Search] button at the top of the 'Conferences' window. Enter a search string in the subsequent window and click the [Run] button (or use the Shift-Enter keyboard shortcut). A report will be printed to screen, listing the Mails found. In the report, click on the Subject of a Mail to open and read it.

Deleting Mail

To delete a Mail, highlight it in your Mailbox browse window and select 'Delete' from the Record menu. You can also select several Mails (hold down the Shift key to select a range of Mails in the list) and delete them all at once. You cannot delete Mails from Conferences in this way.

If you delete a Mail that has been sent, it will only be deleted from your Mailbox. It will remain in its recipient Mailboxes and Conferences even if it has not yet been read. If you want to delete a Mail from all Mailboxes and Conferences, remove the tick (✓) from the Sent box and save before deleting.

For More Information

Please click for more details about—

- [Configuring Enterprise by HansaWorld to send and receive external mail \(e-mail\)](#)
- [Attaching Signatures to Mails automatically](#)
- [Out-of-office replies](#)
- [Setting access rights for Conferences](#)

Attachments and Personal Desktop

Attachments

You can connect files, notes or other records to any record in Enterprise by HansaWorld. These connected objects are known as "Attachments".

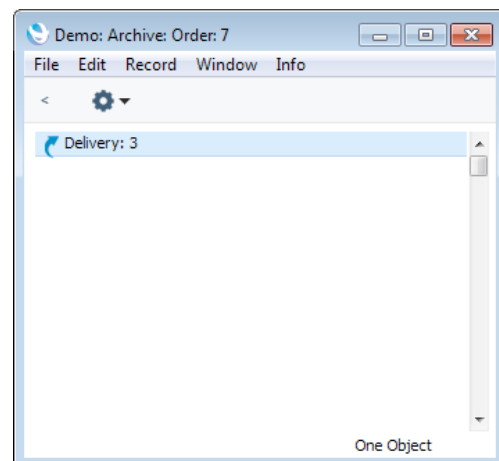
All record windows contain an [Attachments] button in the top right-hand corner—




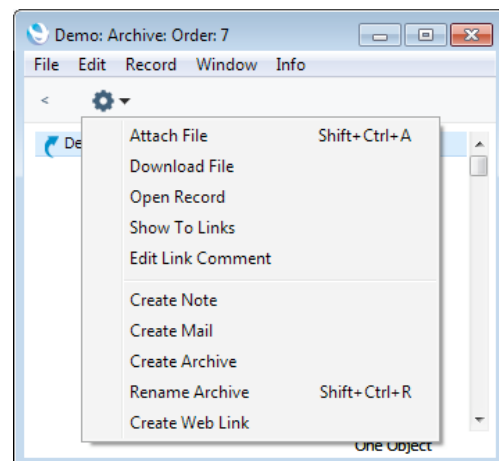
If a record has at least one Attachment, the button has a different icon—



Click this button to work with Attachments (or select 'Attachments' from the Record menu). A list of objects currently attached to the record is opened—



This list has its own Operations menu (with the  icon), which contains the functions necessary to attach, view and remove Attachments—



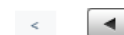
You must save a record at least once before you can add any Attachments.

You can attach the following items to records of all kinds—

| | |
|----------------|--|
| Files | Open the list of attachments and choose 'Attach File' from the Operations menu. A standard 'Open File' dialogue window will open, allowing you to locate the file that you need. |
| Notes | Open the list of attachments and choose 'Create Note' from the Operations menu. A window will open, where you can type in your note and enter a Comment (the text that will identify the note in the list of Attachments). |
| Records | You can attach a record to another record by dragging it from its browse window onto the [Attachments] button of the other record. If the record is already open, drag its [Attachments] button onto the [Attachments] button of the other record. |
| Reports | To attach a report to a record, first print the report to screen. The Button Bar of the report window contains an [Attachments] button: drag this to the [Attachments] button of the record. |

To open or read an Attachment, double-click it in the list of Attachments or select 'Open Record' from the Operations menu. If the Attachment is a file, double-clicking it to save it to your hard disk or use 'Open Record' to open it in the relevant application.

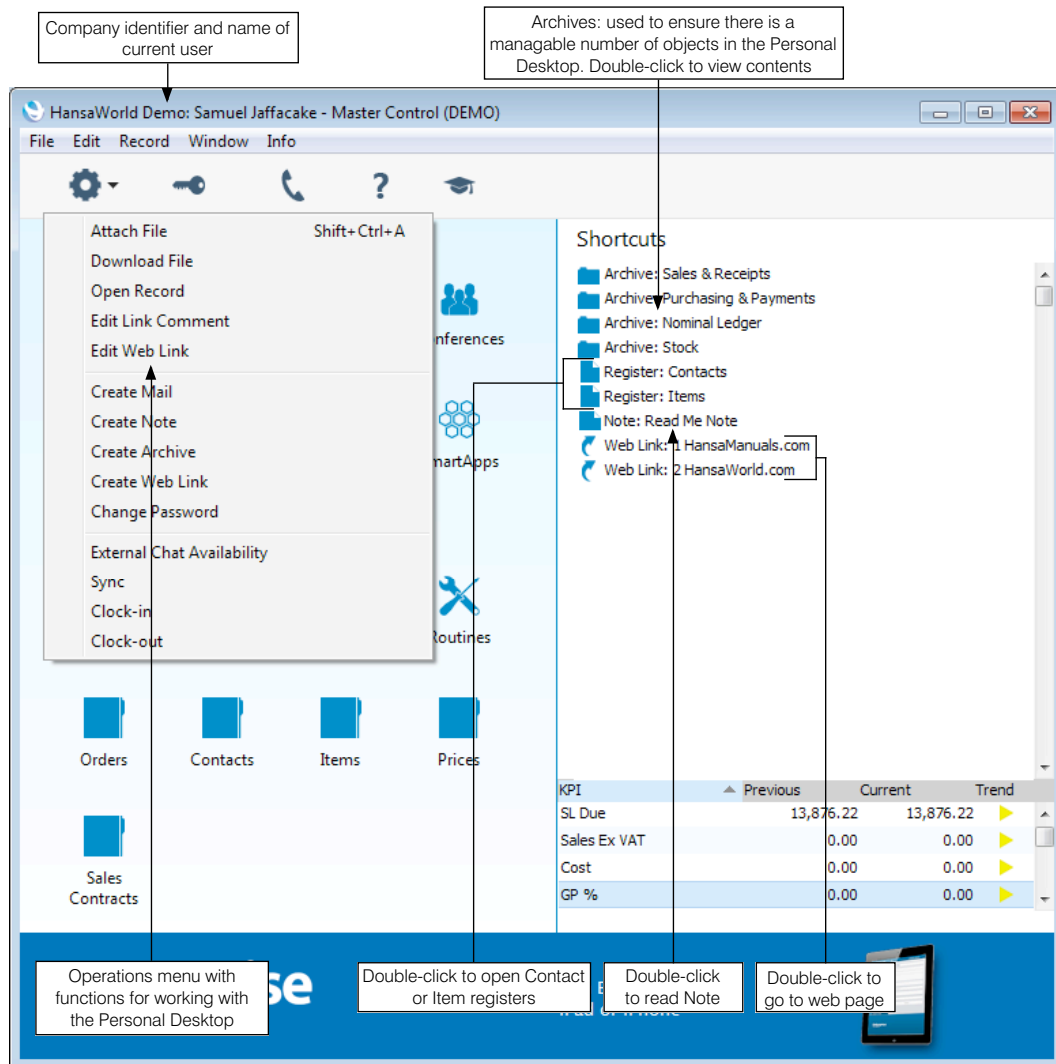
If a record has many Attachments, you can organise them using Archives. Open the list of Attachments and select 'Create Archive' from the Operations menu. The 'Create Archive' window opens, where you can give the new Archive a name. When you click the [Save] button, the new Archive will appear at the top of the list of Attachments: move the Attachments into the Archive by dragging and dropping onto it. To open the Archive, double-click it. To go back to the top-level list of Attachments, click the button with the arrow icon (Windows version illustrated on the left, Mac OS X version on the right)—



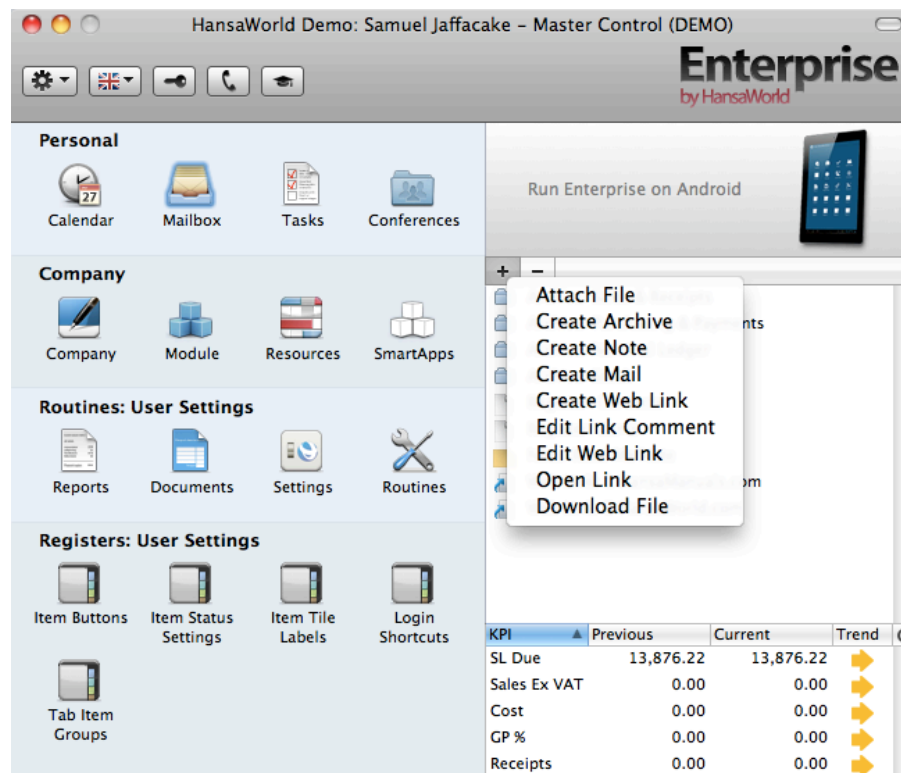
To remove an Attachment of any kind from a record or Archive, highlight it in the list of Attachments and either press the Backspace key on your keyboard or select 'Clear' from the Edit menu. Use the same method to remove an Archive itself, but you must empty the Archive first.

Personal Desktop

As well as being able to connect files, notes or records to any record in Enterprise by HansaWorld (as described immediately above), you can also attach them to your Master Control panel. They will be listed in the area on the right of the Master Control panel, known as the "Personal Desktop". You can also place important reports, documents, Maintenance functions, settings and registers in the Personal Desktop. You can therefore configure your Personal Desktop so that it gives you immediate access to the areas of Enterprise by HansaWorld that are most important to you (i.e. removing the need to change modules, find records in browse windows and find reports in list windows). The Personal Desktop is therefore similar to a list of Bookmarks in a browser.



If you are using Windows, the Master Control panel's Operations menu contains functions that you can use when working with the Personal Desktop, as shown in the illustration above. If you are using Mac OS X, you can find these functions on the drop-down menu that appears when you click the [+] button immediately above the Personal Desktop, as illustrated on the next page.



Use these functions as described in the 'Attachments' section above to place files, notes, records and reports in your Personal Desktop. You can also place the following items in your Personal Desktop—

Registers Drag registers from the Master Control panel to the Personal Desktop.

Settings, reports, documents, import and export functions, Maintenance functions

Open the appropriate list window (e.g. the 'Reports' list or the 'Documents' list) and then drag an item from the list to the Personal Desktop. Reports, Documents and Maintenance functions are described earlier in this manual (page 23 onwards).

Files Open the Operations menu (Windows and Linux) or click the [+] button in the top left-hand corner of the Personal Desktop (Mac OS X) and choose 'Attach File'. A standard 'Open File' dialog window will open, allowing you to locate the file that you need.

Web Links You can place links to web pages in your Personal Desktop. Open the Operations menu (Windows and Linux) or click the [+] button in the top left-hand corner of the Personal Desktop (Mac OS X) and choose 'Create Web Link'. A window will open where you can specify a name for the link and the URL (web address). You should also choose "Inline" or "External" in the Open field, using 'Paste Special'. If you choose "Inline", the web page will be opened in a new window inside Enterprise by HansaWorld when you double-click the web link. If you enter "External", the web page will be opened in your default browser.

Other users cannot view the contents of your Personal Desktop. So, if someone else logs in to Enterprise by HansaWorld on your machine using the [Login] button in the Master Control panel, your Personal Desktop will disappear, to be replaced by theirs.

To remove an Attachment of any kind from the Personal Desktop, highlight it and either press the Backspace key on your keyboard or select 'Clear' from the Edit menu. Mac OS X users can also click the [-] button immediately above the Personal Desktop.

Customers, Suppliers and Contact Persons

Information about your Customers, Suppliers, Contact Persons and all other companies and individuals with whom you have some contact is stored in the Contact register. This register is available in many modules including Sales and Purchase Orders, the Sales and Purchase Ledgers, and Contracts, Quotations, CRM and Service Orders if installed. Storing Customers, Suppliers, Contact Persons and other companies and individuals together in one register means that you can make full use of the Calendar, Task Manager, Mails and Letters with companies and individuals of all kinds. It also means that you will only have to maintain a single record for a company who is both a Customer and a Supplier.

Throughout this manual, the terms "Customer" and "Supplier" are used to refer to records in the Contact register. Those records do not necessarily represent firms that have purchased goods or services from your business, or sold goods or services to you, and in fact can represent any company that is a potential customer or supplier.

The term "Customer" is usually used when describing the use of a record in the Contact register in a sales context, while "Supplier" is used in a purchase context. "Supplier" implies that the Supplier box in the header of the Contact record has been ticked.

As soon as contact is established between your business and a potential client or supplier, you should record their details in the Contact register. You should register their relationship with you (e.g. "Prospect" or "Lead") using the Contact Classification field on the 'Contact' card of the Contact record. Mark the record as a Customer or a Supplier or both using the check boxes in the header, depending on their potential or actual relationship to your company. These check boxes will allow you to use the record in sales or purchase transactions as appropriate.

The term "Contact Person" is used in this manual when referring to an individual person: this may be a private individual or someone who works for a Customer or Supplier. In the latter case, you will have separate records in the Contact register for the Customer or Supplier and for the individual Contact Person. The Contact Person and Customer or Supplier will be linked using the Customer Relations register.

On the sales side, you can group Customers of a similar type together using Customer Categories. Every Customer belonging to a Category will be given the same default Price List, Discount Matrix and Debtor Account, saving you the work of having to specify these in the Contact records for the individual Customers. Defining and assigning Customer Categories also makes modification easier: if you need to change the Discount Matrix, for example, you only need to make one change (to the Customer Category), rather than many (to each of the Customer records). If you specify information both for a Customer Category and in the Customer record of an individual company belonging to that Category, the information in the Customer record will take precedence. For example, if you specify a Price List in a Customer Category and in a Customer belonging to that Category, the one in the Customer will be used. Before entering Customers, therefore, it is recommended that you enter some Customer Categories, using the setting in the Sales Ledger.

Similarly, on the purchase side you can group Suppliers of a similar type together using Supplier Categories. Every Supplier belonging to the same Category will be given the same default On Account and Creditor Accounts, saving you the work of having to specify this for each one individually. A company that is both a Customer and Supplier can belong both to a Customer Category and to a Supplier Category. Before entering Suppliers, therefore, it is recommended that you enter some Supplier Categories, using the setting in the Purchase Ledger.

To work with Contacts, ensure you are in one of the modules mentioned in the first paragraph and click the [Contacts] button in the Master Control panel. The 'Contacts: Browse' window is opened, showing a list of Contacts already entered. To create a new Contact, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight a Contact similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

The screenshot shows the 'Demo: Contact: Inspect' window. The top menu bar includes File, Edit, Record, Window, and Info. Below the menu is a toolbar with icons for navigation and actions, along with buttons for 'New', 'Duplicate', 'Cancel', and 'Save'. The main form contains the following fields:

- No. 001, Customer Category CUST, Supplier Category (empty), Name Against All Odds Trading Co
- Short AAO
- Checkboxes: Customer (checked), Supplier (checked), Guest (unchecked), Dealer (unchecked), Employee (unchecked)
- Tabs: Contact (selected), Delivery, Terms, Pricing, Company, Accounts, Web, Comments, Guest, User Defined
- Invoice Address section with an 'Update Address' button
- Address 1: Burntwhistle Lodge, Address 2: High Street, City: High Malberry, County: Staffs, Postcode: TF5 6TY, Country: UK
- Telephone: 01857 122544, Fax: 01857 445788, Mobile (empty), SIP (empty), Extension (empty), Web Site (empty)
- Alt Phone (empty), Skype Name (empty), E-mail: peo@btglobal.com
- Primary Contact: Joseph Conrad, Classification: ADV,MAN

At the bottom, there is a table with the following data:

| Code | Title | Name | Phone | Mobile | Job Title | E-mail |
|------|-------|---------------|--------------|--------|-----------|---------------------|
| 040 | | Neil Whistler | 01857 122544 | | | neil@hansaworld.com |

Among the more important fields, check boxes and functions in the Contact record are the following—

Customer, Supplier

Mark the Contact as a Customer or Supplier or both as appropriate, using the check boxes at the top of the window.

Marking the Contact as a Customer or Supplier does not necessarily mean it has purchased goods or services from your business, or sold goods or services to you: the company can also be a potential customer or supplier to your business.

Marking the Contact as a Customer makes it available to the sales registers (e.g. Quotations, Sales Orders, Sales Invoices, Deliveries). Similarly, marking it as a Supplier

makes it available to the purchase registers (e.g. Purchase Orders, Purchase Invoices, Goods Receipts). You can use both Customers and Suppliers in Activities (i.e. in the Calendar and Task Manager), Customer Letters and Mails.

If you originally opened the Contact register in a sales-orientated module (e.g. Sales Ledger or Sales Orders module) and then enter a new Contact, the new record will be marked as a Customer automatically. If you originally opened the Contact register in a purchase-orientated module (e.g. Purchase Ledger or Purchase Orders module), the new record will be marked as a Supplier automatically.


If the Contact is a Customer or Supplier, the grid at the bottom of the 'Contact' card will list the Contact Persons working for them. Please refer to the 'Contact Persons' section below on page 43 for full details.

| | |
|----------------------|---|
| Payment Terms | You will see the Payment Terms fields if you click the tab marked 'Terms' in the middle of the screen. Choose using 'Paste Special' (Ctrl-Enter or ⌘-Enter) the Sales Payment Terms that you will offer to the Contact as a Customer and/or the Purchase Payment Terms that you will be given by the Contact as a Supplier. The Sales Payment Terms will be used in all sales transactions (e.g. Quotations, Sales Orders, Sales Invoices), while the Purchase Payment Terms will be used in all purchase transactions (e.g. Purchase Orders, Purchase Invoices). |
| Reminders | Tick the Reminders box if the Contact is a Customer to whom you will want to send Open Invoice Customer Statements and reminders for late payment. |
| On Account | Tick this box if the Contact is a Customer who will send you payments on account (i.e. payments without Invoices e.g. deposits) or a Supplier to whom you will send payments on account. |
| Credit Limit | If the Contact is a Customer and you set a Sales Credit Limit on the 'Terms' card, refer to the Credit Limit setting in the Sales Ledger to specify what should happen if they exceed it. |
| Price List | Use the Price List field on the 'Pricing' card if the Contact is a Customer and you want to offer them special (non-retail) prices. |
| VAT Code | On the 'Company' card, you should only specify Sales and/or Purchase VAT Codes for Customers and Suppliers to whom the standard VAT rates will not apply (e.g. charities). If you do need to specify a VAT Code, you can do so using the 'Paste Special' feature (Ctrl-Enter/⌘-Enter). |
| VAT Zone | While on the 'Company' card, you should also choose the correct VAT Zone for the Customer or Supplier. This will ensure VAT will be calculated correctly. |
| Cost Account | Using the 'Paste Special' feature, specify a Cost Account on the 'Accounts' card if the Contact is a Supplier and you would like a particular Cost Account (i.e. Purchase |

Account) to be offered as a default when you enter new Purchase Invoices. This can be useful in the cases of Suppliers of services such as electricity or telephone services, whose Purchase Invoices will usually be debited to the same Account.

Account Operator While on the 'Accounts' card and if the Contact is a Supplier, enter the name of their Bank in the Account Operator field, and their Bank Account Number and their Bank's Sort Code and IBAN Code in the relevant fields. This information will be used if you need to send electronic payments to the Supplier.

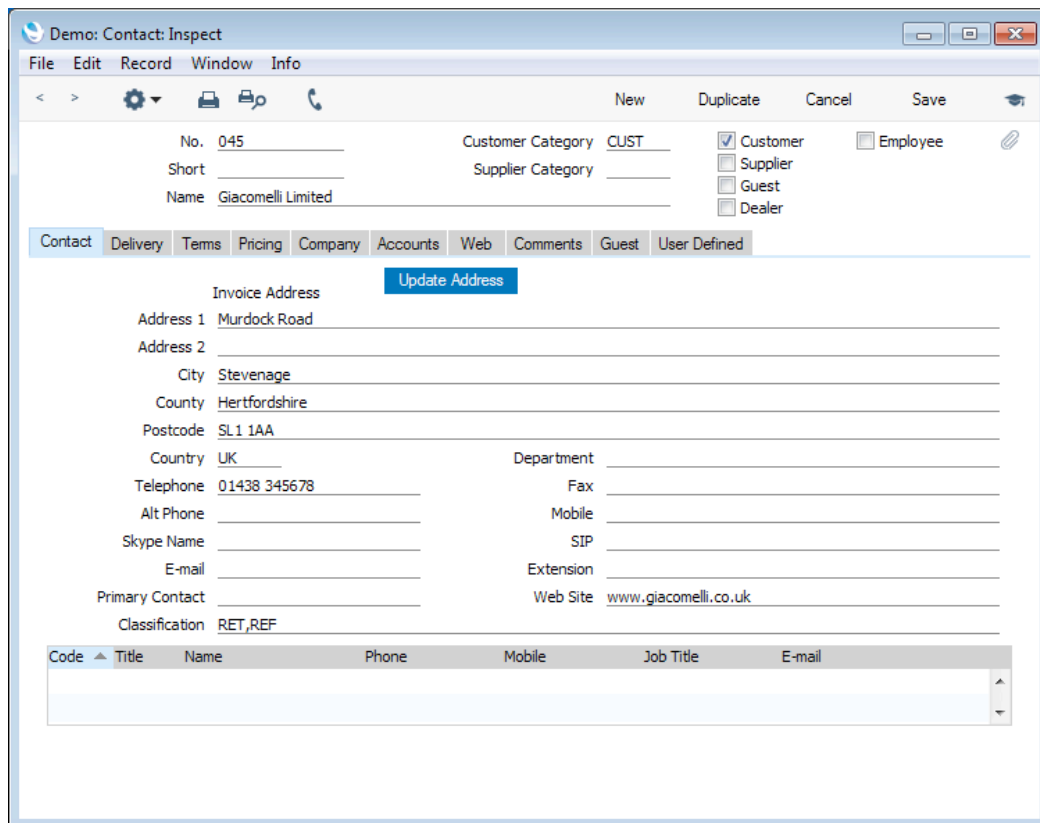
Customer Status, Supplier Status

To view the contact history, choose 'Customer Status' or 'Supplier Status' (depending on the type of Contact) from the Operations menu (with the  icon). A report will open, listing past Orders, Invoices and other transactions, as well as Activities. You can drill down from this report to open individual records (e.g. an individual Invoice).

Contact Persons

As described above, Customers, Suppliers and Contact Persons are all stored in the Contact register. In this section, we describe linking Contact Persons to the company they work for.

1. The first step is to enter a Contact record representing the company. Mark the company as a Customer or Supplier or both, as appropriate. Ensure you save this record before moving to step 2.




The screenshot shows a software window titled "Demo: Contact: Inspect". It has a menu bar (File, Edit, Record, Window, Info) and a toolbar with icons for navigation and actions like "New", "Duplicate", "Cancel", and "Save".

The main form contains the following fields and sections:





- Top Section:**
 - No. 045, Short (empty), Name: Giacomelli Limited
 - Customer Category: CUST, Supplier Category (empty)
 - Checkboxes: ☒ Customer, ☐ Supplier, ☐ Guest, ☐ Dealer, ☐ Employee
- Tabs:** Contact (selected), Delivery, Terms, Pricing, Company, Accounts, Web, Comments, Guest, User Defined
- Invoice Address Section:**
 - Address 1: Murdock Road
 - Address 2: (empty)
 - City: Stevenage
 - County: Hertfordshire
 - Postcode: SL1 1AA
 - Country: UK
 - Department: (empty)
 - Telephone: 01438 345678, Fax: (empty)
 - Alt Phone: (empty), Mobile: (empty)
 - Skype Name: (empty), SIP: (empty)
 - E-mail: (empty), Extension: (empty)
 - Primary Contact: (empty), Web Site: www.giacomelli.co.uk
 - Classification: RET,REF
- Table:**


| Code | Title | Name | Phone | Mobile | Job Title | E-mail |
|------|-------|------|-------|--------|-----------|--------|
| | | | | | | |

- 2. The next step is to enter a Contact record representing a person working for the company (i.e. a Contact Person). Choose 'Create New Contact' from the Operations menu (with the  icon). A new record will be created in the Contact register and will be opened in a new window entitled 'Contact: Inspect'. This means the record has already been saved and is being opened to allow you to enter the Contact Person's name and contact details (if these are different to those of the parent company)—

Demo: Contact: Inspect

File Edit Record Window Info

< >    

New Duplicate Cancel Save 

No. 046 Customer Category Supplier Category

Short Guest Employee

Name No Name Dealer

Contact Delivery Terms Pricing Company Accounts Web Comments Guest User Defined

Update Address

Invoice Address

Address 1 Murdock Road

Address 2

City Stevenage

County Hertfordshire

Postcode SL 1 1AA

Country Department

Telephone 01438 345678 Fax

Alt Phone Mobile

Skype Name SIP

E-mail Extension

Primary Contact Web Site

Classification

Code Title Name Phone Mobile Job Title E-mail

The address details, telephone and fax will be copied from the parent company. Enter the Contact Person's name and appropriate contact information. As the Contact Person works for a company that has been marked as a Customer or a Supplier, you should not tick these boxes in the Contact Person record.

Demo: Contact: Update

File Edit Record Window Info

< > [Settings] [Print] [Phone] [New] [Duplicate] [Cancel] [Save]

No. 046 Customer Category _____ ☐ Customer ☐ Employee
 Short _____ Supplier Category _____ ☐ Supplier
 Name Brian Giacomelli ☐ Guest ☐ Dealer

Contact Delivery Terms Pricing Company Accounts Web Comments Guest User Defined

[Update Address](#)

Invoice Address

Address 1 Murdock Road
 Address 2 _____
 City Stevenage
 County Hertfordshire
 Postcode SL1 1AA
 Country _____ Department _____
 Telephone 01438 345678 Fax _____
 Alt Phone _____ Mobile 07885 123456
 Skype Name brian_giacomelli SIP _____
 E-mail brian@giacomelli.co.uk Extension _____
 Primary Contact _____ Web Site _____
 Classification _____

| Code | Title | Name | Phone | Mobile | Job Title | E-mail |
|------|-------|------|-------|--------|-----------|--------|
| | | | | | | |

- Save the Contact Person and close the record by clicking the close box. The Contact Person will now be included in the list at the bottom of the 'Contact' card of the parent company's Contact record—

The screenshot shows the 'Demo: Contact: Inspect' window. It has a menu bar (File, Edit, Record, Window, Info) and a toolbar with icons for navigation and actions. The main form contains the following fields:

- No. 045
- Short
- Name Giacomelli Limited
- Customer Category CUST
- Supplier Category
- Employee ☐
- Supplier ☐
- Guest ☐
- Dealer ☐

Below these fields are tabs: Contact (selected), Delivery, Terms, Pricing, Company, Accounts, Web, Comments, Guest, User Defined. An 'Update Address' button is visible. The 'Invoice Address' section includes:

- Address 1 Murdock Road
- Address 2
- City Stevenage
- County Hertfordshire
- Postcode SL1 1AA
- Country UK
- Department
- Telephone 01438 345678
- Fax
- Alt Phone
- Mobile
- Skype Name
- SIP
- E-mail
- Extension
- Primary Contact
- Web Site www.giacomelli.co.uk
- Classification RET,REF

At the bottom is a table with the following data:

| Code | Title | Name | Phone | Mobile | Job Title | E-mail |
|------|-------|------------------|--------------|--------------|-----------|------------------------|
| 046 | | Brian Giacomelli | 01438 345678 | 07885 123456 | | brian@giacomelli.co.uk |

This list will contain all the Contact Persons working for the Customer or Supplier. As with all lists in Enterprise by HansaWorld, you can sort this one by clicking on a column heading. If you need to open the Contact record of a Contact Person, double-click a line in this list.

- The 'Create New Contact' function just described will create a new record in the Contact register for a Contact Person, and will connect this new Contact Person to the Customer or Supplier. However, if there already is a record for the Contact Person in the Contact register, you can use the 'Link Existing Contact' function instead, again from the Operations menu of the parent company's Contact record. When you select this function, the 'Add Contact' window will appear—

The screenshot shows the 'Demo: Add Contact' window. It has a menu bar (File, Edit, Record, Window, Info) and a toolbar with icons for navigation and actions. The main form contains the following fields:

- Cancel
- Save
- Contact

Enter the Contact Number of the Contact Person or choose it using 'Paste Special' and click [Save]. The Contact Person will be added to the list at the bottom of the 'Contact' card of the parent company's Contact record. If the Contact Person was already connected to another Customer or Supplier, that relationship will not be disturbed, so the Contact Person will now be connected to two parent companies.

5. If a Contact Person stops working for a Customer or Supplier, you can proceed as follows—
 - i. You can delete the Contact record for the Contact Person. Doing so will also remove the history that the Contact Person once worked for the Customer or Supplier. This will also not be the appropriate action if the Contact Person starts working for a different Customer or Supplier, or works for more than one Customer or Supplier.
 - ii. Open the Contact record for the Customer or Supplier, highlight the Contact Person in the list at the bottom of the window and select 'Remove Linked Contact' from the Operations menu. This will break the link between the Customer or Supplier and the Contact Person, but will not delete either record.
6. The Contact Person and the Customer or Supplier are separate records in the Contact register. The connection between the two is made in a separate register, the Customer Relations register in the CRM module.

The 'Create New Contact' and 'Link Existing Contact' Operations menu functions described in the previous steps will both create records in the Customer Relations register automatically, connecting a Contact Person to a Customer or Supplier.

The 'Remove Linked Contact' function will mark the relevant Contact Relations record as Invalid, breaking the link between the Customer or Supplier and the Contact Person.

The screenshot shows a software window titled "Demo: Contact Relations: Inspect". It has a menu bar with "File", "Edit", "Record", "Window", and "Info". Below the menu bar are navigation buttons "<" and ">". To the right of these are buttons "New", "Duplicate", "Cancel", and "Save". The main area contains a form with the following fields:
- "Customer" with value "045"
- "Cust. Name" with value "Giacomelli Limited"
- "Contact" with value "046"
- "Cont. Name" with value "Brian Giacomelli"
- "Start Date" and "End Date" fields, both empty.
At the bottom left, there is a checkbox labeled "Invalid" which is checked. A small icon is visible to the right of the "Cont. Name" field.

The Invalid Contact Relations record can help you remember that the Contact Person once worked for the Customer or Supplier. If necessary, you can record the period that the Contact Person worked for the Customer or Supplier using the date fields in the Customer Relations record.

Addresses

You can enter various Addresses for Customers and Suppliers, as follows—

- Enter the company's main Address on the 'Contact' card of their Contact record. This is the Address to which you will send Invoices (in the case of Customers) and Purchase Orders and Payments (in the case of Suppliers).
- If a Customer's Delivery Address is different to their Invoice Address, enter it on the 'Delivery' card of their Contact record. When you send goods to the Customer, it will be to their Delivery Address if they have one, or otherwise to their Invoice Address.
- If a Customer has more than one Delivery Address, enter them in the Delivery Addresses setting in the Sales Orders module—

The screenshot shows a software window titled "Demo: Delivery Address: Inspect". It has a menu bar with "File", "Edit", "Record", "Window", and "Info". Below the menu bar are buttons for "<", ">", "New", "Duplicate", "Cancel", and "Save". The form contains the following fields:

- Customer: 001
- Del.Code: 001/1
- Name: Against All Odds Trading Co
- Comment: Main Delivery Address
- Address: Rental (selected tab)
- Address 1: Sunbury Trading Estate
- Address 2: Walton on Thames
- City: Surrey
- County:
- Postcode:
- Contact:
- Telephone:
- Country:
- GLN:
- Freight Code:
- E-mail:
- Fax:
- Region:
- Department:
- Route:
- VAT Zone:
 - ☒ Domestic
 - ☐ Inside EU
 - ☐ Inside EU (Post VAT)
 - ☐ Outside EU
 - ☐ Outside EU (Post VAT)

An "Update Address" button is located at the bottom right of the form.

Choose the Customer using 'Paste Special', enter a unique code for the Address in the Del. Code field (unique for the Customer, not necessarily for all Customers) and then enter the Address in the fields below.

By default, you will send goods to the Delivery Address recorded in the Customer's Contact record, but you will be able to choose a different Address using 'Paste Special'. The illustration below shows the 'Del. Address' card of an Order where we have specified that we want the goods shipped to the Delivery Address illustrated above—

Demo: Order: New

File Edit Record Window Info

< > Workflow New Duplicate Cancel Save

No. 13 Name Against All Odds Trading Co

Customer 001 Official No. OK

Terms Items Currency Del. Terms Price List Inv. Address Del. Address

Address Code 001/1

Delivery Against All Odds Trading Co

Address Sunbury Trading Estate

Walton on Thames

Surrey

Country Delivery GLN

Date 09/01/2014 Our Reference Samuel Jaffacake Salesman SJ Closed

Payment Terms 30 Attention Joseph Conrad Project Reserved

Planned Delivery Objects DEPT1,SJ Order Class

Despatch Date Reference Order Type Normal

Despatch Time Cust. Ord. No. Sales Contract

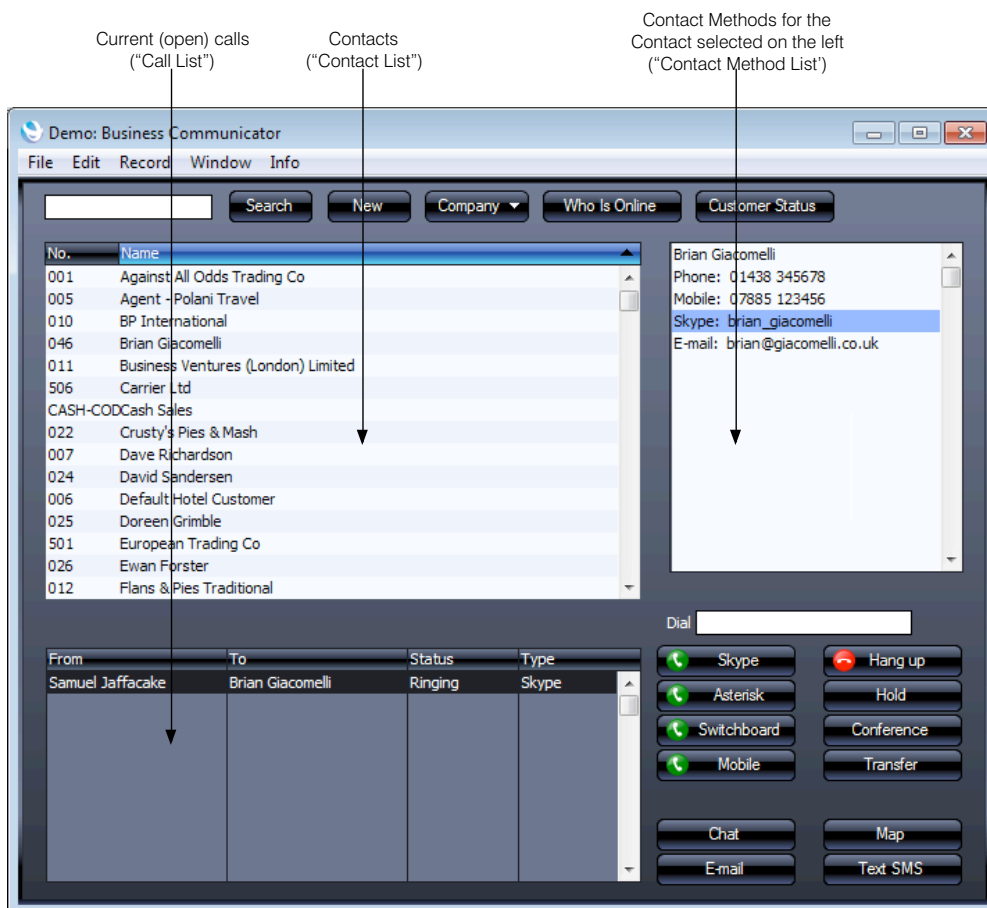
Making Contact - The 'Business Communicator' Window

The 'Business Communicator' window allows you to communicate with any Contact (both external and internal) using methods such as email, Skype, SIP and text SMS.

To open the 'Business Communicator' window, click the [Communicate] button in the Master Control panel—



This button can also be found in record and browse windows belonging to registers such as Activities, Invoices and Contacts where you may need to communicate with a Contact (e.g. with the Contact quoted in an Activity or Invoice). Clicking the button here will open the 'Business Communicator' window with the relevant Contact's telephone and mobile numbers, Skype Name, email address and so on shown in the Contact Methods list, ready for you to open communications.



The 'Business Communicator' window contains the following sections—

The Contact List This is a list of the records in the Contact register.

As with all lists of records in Enterprise by HansaWorld, you can scroll through the list using the scroll bar on the right, you can sort the list by clicking a column heading, and you can use the Search field and button to find a particular Contact in the list.

To create a new Contact, click the [New] button above the list. The 'Contact: New' window will open, allowing you to enter the details of the new Contact. By default, the new Contact will be marked as a Customer. To edit an existing Contact, double-click their name in the list. Please refer to the 'Customers, Suppliers and Contact Persons' section above on page 40 for more details.

To communicate with a Contact, click their name once in the list. The available communication methods (telephone and mobile numbers, Skype names, etc.) will be shown in the Contact Method list on the right, described below.

The Contact Method List

To communicate with a Contact, click their name once in the Contact list. The available communication methods (telephone and mobile numbers, Skype names, etc.) will be shown in the Contact Method list. Choose a communication method by clicking, and then click the appropriate button below. For example, to open a Skype call, click the Contact's Skype name in the Contact Method list and then click the [Skype] button below. To open a Skype-Out call, click the Contact's telephone or mobile number in the Contact Method list and then click the [Skype] button. As soon as you click the appropriate button, the call will be added to the Call list in the lower left-hand corner of the 'Business Communicator' window.

The Call List

The Call list in the lower left-hand corner of the 'Business Communicator' window shows the open calls being made by everyone in your Enterprise by HansaWorld system. This same list is shown on every client. This list will help you manage calls as you will easily be able to see whether a Person is already engaged before transferring a call to them or inviting them to a conference call. You can also interrupt another Person's call by highlighting it in the list and then clicking the [Hold] or [Hang Up] buttons.

You can use one of the following methods to communicate with a Contact. The first methods listed (Skype, Chat and, depending on platform, Email) require almost no configuration work and so you can easily use them in the demo database. In the cases of Skype, Asterisk, Switchboard and Mobile calls, when the Contact answers, a new Activity window will be opened, allowing you to record the details of the conversation immediately. Activities are described below on page 54.

Skype

To call a Contact using Skype, first click on the Contact in the Contact list and then—

- To make a Skype-to-Skype call, click on their Skype Name in the Contact Method list and then click the [Skype] button.
- To make a SkypeOut call, click on their telephone or mobile number in the Contact Method list (or enter a number in the Dial field) and then click the [Skype] button.
- To open the Skype Chat window, click on their Skype Name in the Contact Method list and then click the [Chat] button.

You can end Skype-to-Skype and SkypeOut calls either in the Skype application itself or by clicking on the call in the Call list in the 'Business Communicator' window and then clicking the [Hang up] button.

You can use the [Skype] button to answer an incoming Skype-to-Skype call, as well as doing so in Skype itself. If you already have an open call, it will be put on hold when you click the [Skype] button to answer the new call.

Communication using Skype requires Skype to be running and communicating with Enterprise by HansaWorld as described in the 'Interaction with Skype' section above on page 13.

Email

If you are using Windows, you can establish a connection between Enterprise by HansaWorld and your usual mail application (e.g. Eudora, Outlook, etc). To do this, open the Mail and Conference Settings setting in the E-mail and Conferences module and choose the Use External Mail Software option. Then, to send an e-mail, click on the Contact's email address in the Contact Method list and then click the [E-mail] button. A new mail will be created in your default mail application, addressed to the Contact's email address.

If you are not using Windows or the Use External Mail Software option, you will need to connect Enterprise by HansaWorld directly to your SMTP and POP3 servers before you can send and receive email.

Chat with other users in your Enterprise by HansaWorld system

To communicate with another user in your Enterprise by HansaWorld system, click the [Who Is Online] button in the 'Business Communicator' window. This will print a report to screen listing the users currently logged in (only users with Mailboxes will be listed). Click a user's name in the list, and then choose whether you want to communicate with them using Skype-to-Skype, SkypeOut, email, text (SMS) or the chat feature built in to Enterprise by HansaWorld.

Asterisk

To call a Contact through an Asterisk-based switchboard, first click on the Contact in the Contact list and then click on their SIP address or telephone or mobile number in the Contact Method list. Alternatively, enter a SIP address or number in the Dial field. Then, click the [Asterisk] button.

A call will be established between you and the Contact. First, your SIP client (softphone (e.g. EyeBeam, X-Lite) or hardphone) will ring. When you answer, the Contact's telephone will ring.

You cannot use the [Asterisk] button to answer an incoming Asterisk call. You can only do this using your soft- or hardphone.

Communication through an Asterisk-based switchboard requires you to have a SIP account and an Asterisk-based switchboard.

Switchboard

This method allows you to make calls through a standard switchboard via the Microsoft Telephony API (TAPI).

To call a Contact using this method, first click on the Contact in the Contact list and then click on their telephone or mobile number in the Contact Method list. Alternatively, enter a number in the Dial field. Then, click the [Switchboard] button. The number must be one that can be understood by the switchboard: for

example, if you need to dial 9 to get an outside line, include 9 in the number. This means including 9 in every telephone and mobile number in the Contact register.

A call will be established between you and the Contact. First, your telephone (i.e. the telephone with the extension number in your Contact record) will ring. When you answer, the Contact's telephone will ring.

Communication through a switchboard via TAPI requires you to have a TAPI (Microsoft Telephony API) gateway that allows Enterprise by HansaWorld to communicate with your switchboard.

Mobile

To call a Contact via your mobile phone, first click on the Contact in the Contact list and then click on their telephone or mobile number in the Contact Method list. Alternatively, enter a number in the Dial field. Then, click the [Mobile] button. Your mobile phone will be activated, and a call will be established between you and the Contact, so the Contact's telephone will ring immediately. You can end the call from the phone or by highlighting the call in the Call list in the 'Business Communicator' window and clicking the [Hang up] button.

Calling a Contact via your mobile phone requires you to have installed the HansaWorld Business Communicator For Handsets application on your mobile phone, which must be a Symbian S60 3rd edition device.

Text SMS

Text SMS is a Cloud Service and therefore can only be used in a full registered version of Enterprise by HansaWorld. This feature is disabled in the demo database.

Managing Calls

- To put a call on hold, highlight it in the Call list and click the [Hold] button. To continue with the call, click the [Hold] button once more. If another call is in progress, it will be put on hold automatically. You can use the [Hold] button with Skype, Asterisk and Switchboard calls.
- To transfer a call, first highlight it in the Call list and click the [Hold] button. Then find and highlight the person to whom you want to transfer the call in the Contact list and then click the appropriate number or address in the Contact Method list (for example, if you are transferring a Skype call, click the person's Skype name in the Contact Method list). Finally, click the [Transfer] button. Note that you cannot transfer Skype calls that you initiated. You can only transfer Skype calls that you received.

Remember that the Contact list is a list of records in the Contact register. Therefore, to transfer a call to another member of staff, that member of staff must have their own record in the Contact register, and this record must be connected to their Person record using the Contact Code field on the 'Access' card. If you have more than one Company in your database, the Contact list will list the records in the Contact register in the Company you are currently working in.

- To open a conference call (a call with more than two participants), follow these steps—
 1. Make or receive a call.
 2. Put the call on hold.
 3. Make or receive a second call.
 4. Click the [Conference] button.

If all calls are on hold, the conference will not start: you must have one call in progress to open the conference.

You can use the [Conference] button with calls of all types.

Contact Histories - Activities

Enterprise by HansaWorld encourages you to maintain Contact Histories for each Contact. To this end, a new Activity will be opened automatically whenever you answer an incoming call and whenever a call you have made is answered.

The screenshot shows a software window titled "Demo: Activity: Inspect". It has a menu bar with "File", "Edit", "Record", "Window", and "Info". Below the menu is a toolbar with icons for settings, printing, saving, and a telephone handset. To the right of the toolbar are buttons for "New", "Duplicate", "Cancel", and "Save".

The main form area contains several input fields:

- "Text" with a text input field and a link icon.
- "Type" with a dropdown menu.
- "Language" with a dropdown menu.
- "Priority" with a dropdown menu.
- "Persons" with a text input field containing "SJ".
- "Cc" with a text input field.
- "Supervisor" with a text input field.
- "Result" with a text input field.
- Checkboxes for "Private" and "Done".

Below these fields is a tabbed interface with tabs: "Time", "Customer", "Text", "Sub", "Alarm", "Resources", "Service", and "User Defined". The "Time" tab is active, showing:

- "Start Time" with a text input field containing "17:51:37".
- "End Time" with a text input field.
- "Cost (Time)" with a text input field.
- "Start Date" with a text input field containing "09/01/2014".
- "End Date" with a text input field containing "09/01/2014".
- "Time Class" with a text input field.
- "Task Type" with radio buttons: "Calendar", "To Do" (selected), "Timed To Do", and "Work Hours".
- "Calendar" with radio buttons: "Time", "Profile", and "Don't Show" (selected).

Below the tabs are more input fields:

- "Project" with a text input field.
- "Customer" with a text input field containing "046".
- "Invoice Item" with a text input field.
- "Name" with a text input field containing "Brian Giacomelli".
- "Telephone" with a text input field containing "brian_giacomelli".
- "Contact" with a text input field containing "Brian Giacomelli".

At the bottom is a table with 8 rows and 2 columns: "Code" and "Text". The "Code" column contains numbers 1 through 8. The "Text" column is empty. To the right of the table is a vertical scrollbar.

At the bottom right of the window is a blue button labeled "End Activity".



The title of the window containing the Activity is 'Activity: Inspect'. This means that the Activity has already been created and saved. The Persons, Start Time, Start and End Date and Customer Number and Name fields will all be filled in automatically. The Customer Telephone Number field will contain the Customer's telephone or mobile number, Skype name or SIP address, whichever was used to make the call.

As you make the call, use the Text field to describe the call. This field can contain up to 80 characters. If this is not enough, use the Text column in the grid at the bottom of the window. Here, if you need to enter more than one line of

text, simply keep typing. The insertion point will move to the next line automatically when necessary.

When the call finishes, you can save the Activity by clicking the [Save] button in the Button Bar or the [End Activity] button at the bottom of the window. As well as saving the Activity, the [End Activity] button will bring the current date and time into the End Date and End Time fields respectively, and it will calculate the Cost (Time) (i.e. the duration of the call).

If you do not want to keep the Activity, click the [Cancel] button to discard any changes you have made, then select 'Delete' from the Record menu. The Activity will be deleted.

While the call is taking place, you may want to view the Contact record for the Contact you are talking to. To do this, place the insertion point in the Customer field and press F2 (Windows and Linux) or -Shift-V (Mac OS X). The Contact record will open. If you then want to look at the Contact's Call History, select 'Customer Status' from the Operations menu (with the  icon) (if the Contact is a Customer) or 'Supplier Status' (if the Contact is a Supplier).

As well as Activities being created automatically when you make and receive calls, you can also create them yourself from the Calendar and Task Manager, described below on pages 59 and 63 respectively.

In addition, when working with records of many kinds (e.g. Contacts, Quotations, Sales Orders, Purchase Invoices, Customer Letters and many others), you can select 'Create Activity' from the Operations menu to create an Activity relevant to the record you are working with (e.g. from a Quotation you can create an Activity to schedule a follow-up call to the Customer). When you use the 'Create Activity' function to create an Activity in this way, the Activity and the originating record will be connected to each other through the Attachments facility. This allows you to open the originating record quickly and easily when reviewing the Activity, or to open the Activity from the originating record. For example, when you open an Activity scheduling a follow-up call to a Quotation, you can then use the Attachments feature to open the Quotation itself quickly and easily. The Activity shown on the next page was created from a Quotation.

Demo: Activity: Inspect

File Edit Record Window Info

New Duplicate Cancel Save

Text

Call to follow up quotation

Type

Q1

Quoted

Language

Persons

SJ

Cc

Priority

Supervisor

Result

Private

Done

Time

Customer

Text

Sub

Alarm

Resources

Service

User Defined

Start Time

Start Date

09/01/2014

Task Type

Calendar

End Time

End Date

09/01/2014

Calendar

Time

Profile

Don't Show

Cost (Time)

Time Class

Timed To Do

Work Hours

Project

Name

Against All Odds Trading Co

Customer

001

Telephone

01857 122544

Invoice Item

Contact

Joseph Conrad

Code

Text

1

2

3

4

5

6

7

8

End Activity

The [Attachments] button with the paper clip image shows that the Activity has at least one attachment—



Click this button (or select 'Attachments' from the Record menu) to open a list of the objects attached to the Activity—

Demo: Archive: Activity: 1615

File Edit Record Window Info

<

Quotation: 13 Quotations 13

One Object

To open the Quotation, double-click the appropriate line in the list.

The Quotation opens—

The screenshot shows a software window titled 'Demo: Quotation: Inspect'. It has a menu bar (File, Edit, Record, Window, Info) and a toolbar with icons for navigation and actions like 'New', 'Duplicate', 'Cancel', and 'Save'. The main form contains fields for 'No.' (13), 'Name' (Against All Odds Trading Co), 'Customer' (001), and 'Official No.'. Below these are tabs for 'Terms', 'Items', 'Currency', 'Del. Terms', 'Price List', 'Inv. Address', 'Del. Address', and 'Job Costing'. The 'Terms' tab is active, showing fields for 'Date' (19/12/2013), 'Our Reference' (Samuel Jaffacake), 'Salesman' (SJ), 'Status' (Open), 'Payment Terms' (30), 'Attention' (Joseph Conrad), 'Project', 'Valid Until' (19/01/2014), 'Objects' (DEPT 1,SJ), 'Quotation Class' (V), 'Make Contact' (09/01/2014), 'Reference', 'Probability' (75.0), 'Decision Date', and 'Priority'. A table lists items with columns for Item, Qty, Description, Unit Price, %, and Sum. The table contains five rows of data for various audio equipment. At the bottom, there are summary fields for 'Currency' (GBP), 'GP %' (77.0), 'TAX2', 'VAT' (172.71), 'Subtotal' (863.55), 'Total GP' (665.20), 'Ext. Tax', 'Base' (1,036.26), and 'TOTAL' (1,036.26).

| Item | Qty | Description | Unit Price | % | Sum |
|---------|-----|------------------------------------|------------|-----|--------|
| 1 10101 | 5 | Transistor radio | 25.00 | 5.0 | 118.75 |
| 2 10102 | 3 | Surround Sound Radio and CD player | 29.00 | 5.0 | 82.65 |
| 3 10103 | 3 | Receiver | 67.00 | 5.0 | 190.95 |
| 4 10104 | 16 | Loudspeakers | 17.00 | 5.0 | 258.40 |
| 5 10105 | 4 | Cassette deck | 56.00 | 5.0 | 212.80 |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |

You can also open the Activity from the Quotation in a similar manner.

Viewing Activities - Scheduling

On the right-hand side of the 'Time' card of the Activity record are two sets of options that you can use to specify the purpose of each Activity—

The screenshot shows a 'Time' card with tabs for 'Customer', 'Text', 'Sub', 'Alarm', 'Resources', 'Service', and 'User Defined'. The 'Time' tab is active. It contains fields for 'Start Time', 'End Time', and 'Cost (Time)'. To the right, there are 'Start Date' and 'End Date' fields, both set to 09/01/2014, and a 'Time Class' field. Further right, there are 'Task Type' and 'Calendar' sections. The 'Task Type' section has radio buttons for 'Calendar', 'To Do' (selected), 'Timed To Do', and 'Work Hours'. The 'Calendar' section has radio buttons for 'Time', 'Profile', and 'Don't Show' (selected).

The Task Type options will determine where you will be able to find the Activity when you need to return to it—

Calendar

Choose this option if the Activity is to appear in the Calendar. These Activities are usually termed "Calendar Activities" in this manual.

Usually you will use Calendar Activities for time management, scheduling and analysis. A Calendar Activity can represent either planned or actual time. If an Activity is to represent planned time, choose Profile from the Calendar Type options to the right. If it is to represent actual time, choose Time from those options. These Activities are usually termed "Time Activities" and "Profile Activities" respectively in this manual.

For example, if you plan an afternoon of sales calls, you will usually create a Calendar Activity booking the time of the Employees involved. This can start out as a Profile Activity, which you can change to a Time Activity (or duplicate to create a Time Activity) when you have completed the task.

The Calendar is described below on page 59.

To Do

Choose this option if the Activity is to appear in the Task Manager. These Activities are usually termed "To Do Activities" in this manual.

Usually you will use a To Do Activity to schedule or record a single task, such as a telephone call. Scheduled tasks are to be completed on a particular day, but the time is not important. When you carry out the task, you can record the result in the Activity.

For example, if you plan an afternoon of sales calls, you will usually create separate To Do Activities recording the details of each call. Each of these Activities will contain the Contact that you called, and thus will be added to that Contact's history.

The Task Manager is described below on page 63.

Timed To Do

Choose this option if the Activity is to appear in the Day Planner. These Activities are usually termed "Timed To Do Activities" in this manual.

Usually you will use a Timed To Do Activity to schedule a single task for a specific time.

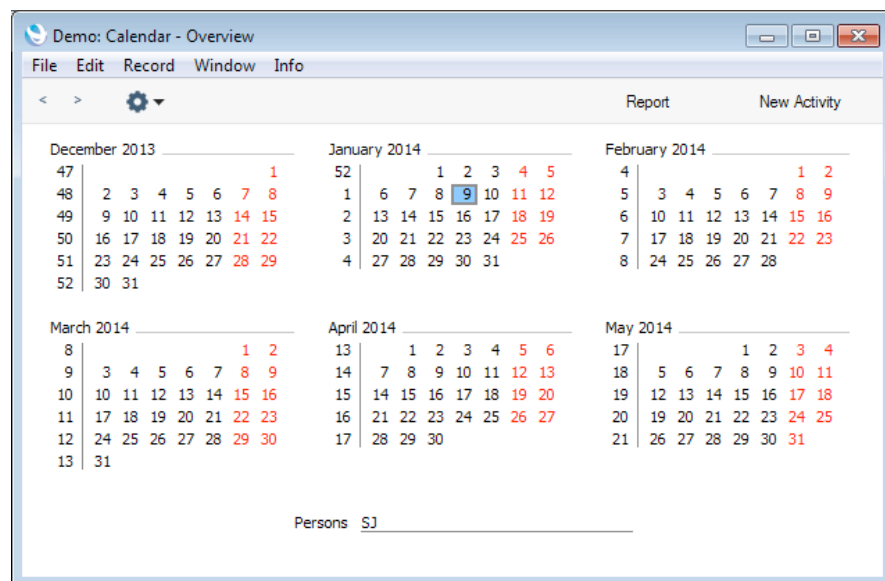
The Calendar

The Calendar displays Calendar Activities in an easy-to-use graphical format. Every member of the company can see a particular individual's Calendar, so it's easy to check employees' availability and to schedule major tasks. Numerous reports (e.g. the Personal Calendar report, the Employee Time Statistics report and the Activities, Period report) are compiled using Calendar Activities and these again are useful scheduling and time analysis tools.

To open the Calendar, click the [Calendar] button in the Master Control panel—



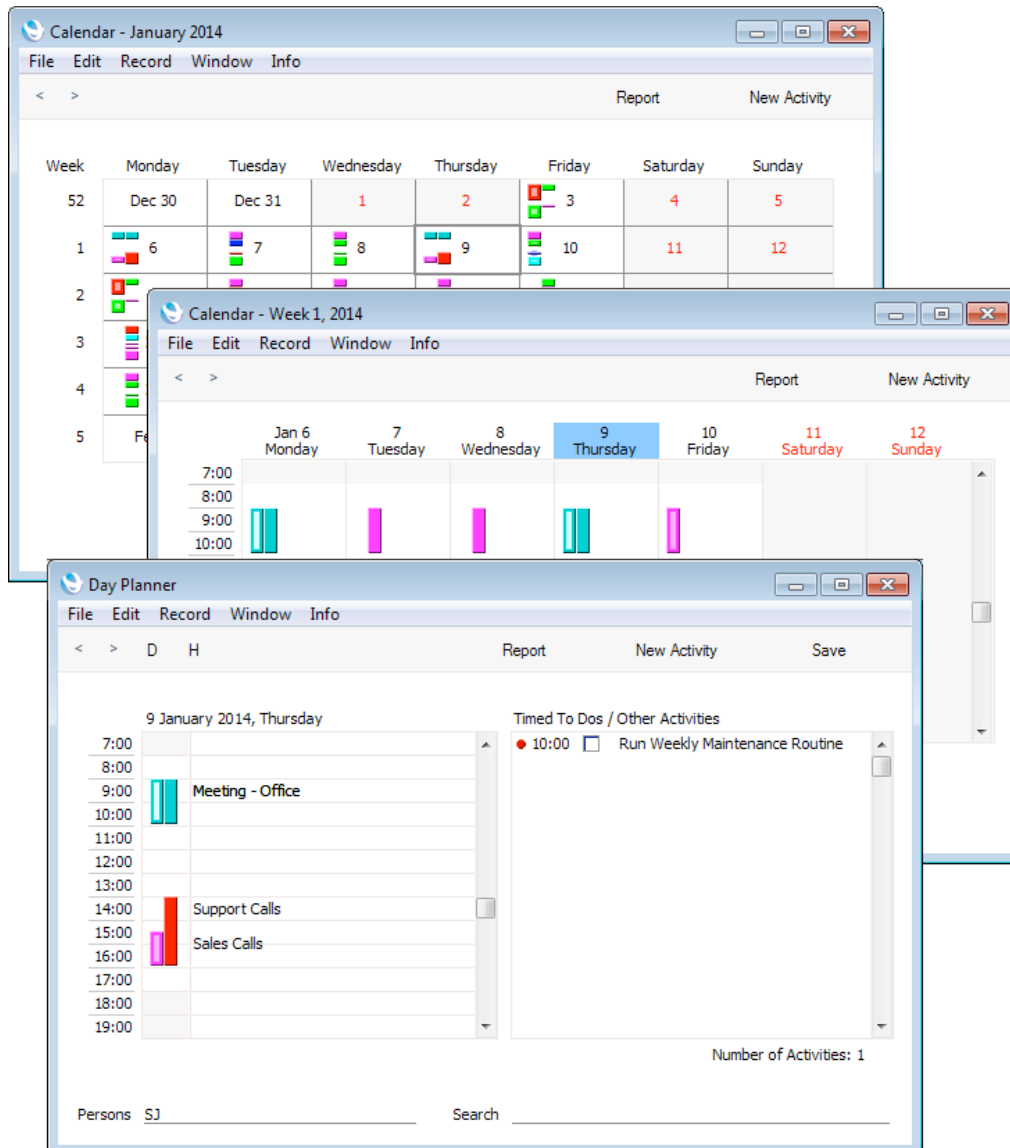
When it opens, the Calendar shows the current month in the centre of the top row, the previous month and the next four months. The current date (January 9th in the illustration) is marked with a square and weekends are red.



This six-monthly view is one of the four ways of viewing the Calendar in Enterprise by HansaWorld. These four views are—

- The six-monthly view (known as the "Overview")
- The monthly view. To open a monthly view, double-click on the name of any month in the Overview.
- The weekly view. To open a weekly view, double-click on the number of any week in the Overview or monthly view.
- The daily view (known as the "Day Planner"). To open the Day Planner, double-click on any date in the Overview or monthly or weekly views.

The monthly, weekly and daily views are illustrated below. Again, January 9th is the current date—



The monthly, weekly and daily views all display your Activities in a Calendar format. Only Calendar Activities are shown. Each Activity is represented by a coloured bar, as follows—

- The coloured bars representing the Activities are solid for Time Activities and hollow for Profile Activities. Time Activities are to the right of Profile Activities.
- The colours of the bars are determined by the Activity Type of each Activity.
- Click once on a coloured bar for its Text to appear in the Search field.
- Double-click any coloured bar to open an Activity.
- To view another Person's Calendar Activities, enter their Signature (i.e. their log-in ID) in the Persons field using 'Paste Special' (Ctrl-Enter/⌘-Enter) if necessary and press the Return or Enter key.
- To view the Activities of more than one Person at once, enter their Signatures separated by commas in the Persons field and press the Return

key. A separate column of coloured bars will be shown for each Person. The left-hand column belongs to the first Person named in the Persons field and the right-hand column to the last Person.

- To change to a different period, use the 'Next' and 'Previous' functions on the Record menu or the equivalent buttons in the top left-hand corner of any Calendar view. For example, if you are looking at the weekly view, click the [Next] button or select 'Next' from the Record menu to change to the next week.
- In the weekly view, you can move an Activity to another time and/or date by dragging and dropping its coloured bar, providing the Activity has not been marked as Done.
- To create a new Calendar Activity, click the [New Activity] button in the top right-hand corner of any Calendar view.
- To produce a Personal Calendar report, click the [Report] button in the top right-hand corner of any Calendar view. This is described in the 'Personal Calendar Report' section below on page 62.
- By default, the left-hand panel of the Day Planner contains a single line for each hour. To increase the resolution (two lines per hour), click the [H] button in the Button Bar. To return to the lower resolution version, click the [D] button.
- The panel on the right-hand side of the Day Planner lists Timed To Do Activities. This list only contains Activities for the Person whose Signature appears first in the Persons field. Double-click the Activity Text to open an Activity. You can use the check boxes in the Done column in this panel to mark each Activity as Done once you have completed it. This will not be fed through to the corresponding Activity immediately: you must save the Day Planner (by clicking the [Save] button, by pressing the Shift-Enter key combination or by selecting 'Save' from the Record menu) in order to mark Activity as Done. You can mark several rows as Done before saving.

The Personal Calendar Report

The Personal Calendar report is effectively a report version of the Calendar. As with the Calendar, it shows Calendar Activities only. They are sorted into Start Date and Start Time order.

When printed to screen, the Personal Calendar has the Enterprise by HansaWorld Drill-down feature. Click on the Start Time or Activity Text of any Activity in the report to open that Activity.

To open the Personal Calendar report, click the [Report] button in the top right-hand corner of any Calendar view. The Personal Calendar is immediately printed to screen. The report period and Person are taken from the Calendar view from where you produced the report. For example, if you produced the report from a weekly view, the report period will be the week shown in the view.

| New Activity | Comment | Contact |
|----------------------|----------|-----------------------|
| 9/1/2014 | | |
| 09:00:00 | 11:00:00 | Meeting - Office 2.00 |
| 09:00:08 | 11:00:00 | Meeting - Office 2.00 |
| 14:00:00 | 17:00:00 | Support Calls 3.00 |
| 15:30:00 | 17:00:00 | Sales Calls 5.00 |
| <hr/> | | |
| Number of Activities | 4 | Total Time 5.00 |

You can create new Calendar Activities from the screen version of the report, by clicking the [New Activity] text button (just underneath the report header). On saving and closing the new Activity and returning to the report, select 'Recalculate' from the Operations menu (with the icon). The new Activity will then be shown in the report, providing it falls in the report period.

To print the Personal Calendar to a printer, first print it to screen and then click the Printer icon or select 'Print' from the File menu.

You can also produce the Personal Calendar report by changing to the CRM module, clicking the [Reports] button in the Master Control panel and then double-clicking 'Personal Calendar' in the 'Reports' list.

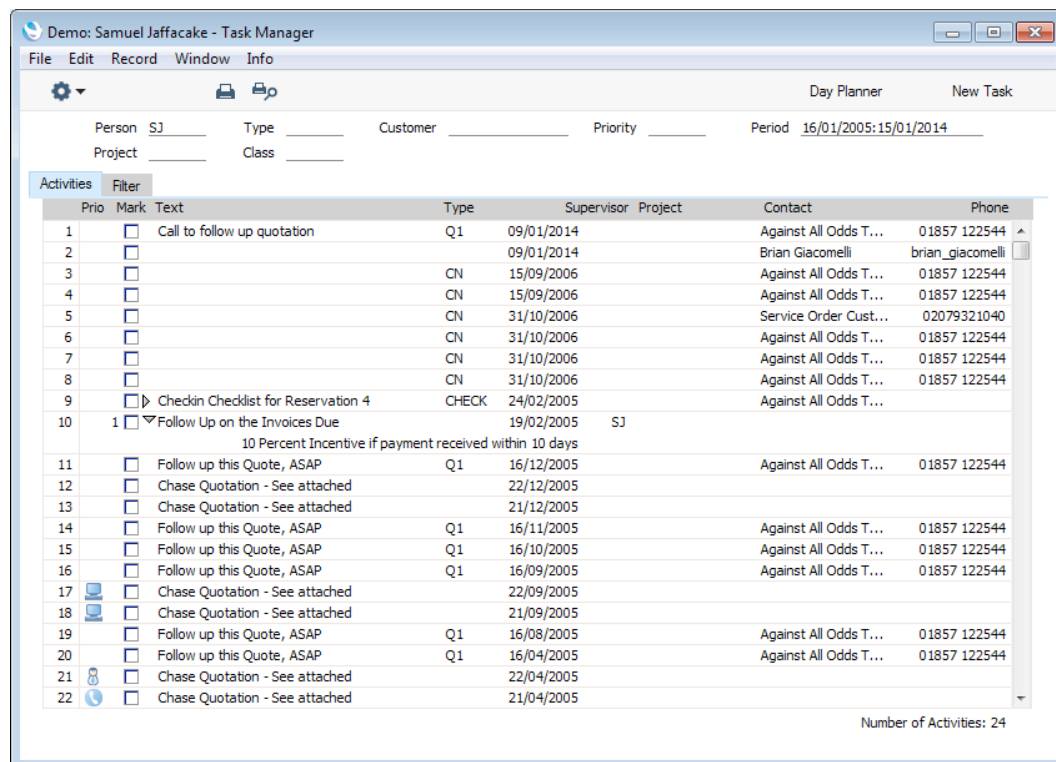
The Task Manager

The Task Manager displays your To Do Activities in a list format. Its main purpose is to list Activities that you have not yet completed, to provide a check list of tasks that you need to carry out by the end of the day (i.e. a "To Do" List). It includes Activities from previous days that you have not completed yet. By default, only To Do Activities are included in the list. Usually, these will be Activities representing short tasks, such as telephone calls, that you need to carry out on a particular day.

To open the Task Manager, click the [Tasks] button in the Master Control panel—




Your Task Manager is opened, showing your To Do Activities in Start Date and Time order. These are Activities whose Start Dates are the current date or earlier and whose Done boxes are not ticked. You can change the sort order by clicking one of the column headings.




The small image in the first (Prio) column is determined by the Symbol option chosen for each Activity, on the 'Alarm' card. This column will also display an Activity's Priority, if it has one.

There will be a small arrow to the left of an Activity's Text if any notes and comments have been entered on the 'Text' card of that Activity. Click this arrow to read the comments. This has been done in line 10 in the illustration above.

If the list of Activities is a long one, you can reduce it to show Activities of a particular Type, Customer and/or Priority in any combination using the fields above the list (if you are using Mac OS X, click the  button in the top right-hand corner of the window to see these fields). For example, to list Activities

related to a particular Customer, enter the appropriate Customer Number (using 'Paste Special' if necessary to ensure the correct entry) and press Tab or Return.

By default, the Activities listed in the Task Manager have Task Types of To Do, are not Done and have Start Dates that are on or before the current date. Change to the 'Filter' card if you would like to change these settings (e.g. if you want to include Done Activities, and/or Calendar Activities in the list). Under Mac OS X, again click the  button to change these settings.

You can open an Activity by double-clicking the Activity Text. You can then remind yourself of the details of the Activity before carrying it out. When you have completed the task, you can mark the Activity as Done. When you save the Activity, it will immediately and automatically be removed from the Task Manager. However, you don't need to open an Activity to mark it as Done: you can also use the check boxes in the Mark column. This will not be fed through to the corresponding Activity immediately: you must save the Task Manager (by pressing the Shift-Enter key combination or by selecting 'Save' from the Record menu) in order to mark Activity as Done. You can mark several rows as Done before saving.

To create a new To Do Activity, click the [New Task] button in the top right-hand corner of the Task Manager.

To open the Day Planner (daily Calendar view), click the [Day Planner] button.

Printing the Task Manager

To print a list of the Activities shown in the Task Manager, choose 'Print' from the File menu.

For More Information

Please click for more details about—

- Customer Categories
- Supplier Categories
- Full details of the Contact record
- Full details of the Activity record

Items

The Item register contains information about the products and services that you sell. This register is available in the Sales Orders, Purchase Orders and Sales Ledger modules, and in the Contracts, Production, Quotations, Service Orders and Job Costing modules if installed.

You can group Items of a similar type together using Item Groups. You can give every Item belonging to the same Group the same default Sales and Cost Accounts, Credit Account and VAT Codes, saving you the work of having to specify these for each Item individually. Defining and assigning Item Groups also makes modification easier: if you need to change the Cost Account, for example, you only need make one change (to the Item Group), rather than many (to each of the Items). Before entering Items, therefore, it is recommended that you enter some Item Groups, using the register in the Sales Ledger.

To work with Items, ensure you are in one of the modules mentioned in the first paragraph and click the [Items] button in the Master Control panel. The 'Items: Browse' window is opened, showing a list of Items already entered. To create a new Item, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight an Item similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

The screenshot shows the 'Demo: Item: Inspect' window with the following fields and values:

- No.:** 10104
- Group:** AUDIO
- Description:** Loudspeakers
- Unit:** PCS
- Base Price:** 17.00
- Item Type:** Stocked Item (selected)
- Objects:** AUDIO
- Classification:** SMAIN,AUDIO
- Minimum Level:** 2
- Maximum Level:** 200
- Department:**
- Shelf Code:**
- Default Source:**
- Hazard Level:**
- Unit 2:**
- Unit Coefficient:**
- Serial Number Tracking:** None (selected)
- Environment Tax per Kilo:**
- Alcohol %:**
- Conversion 1:** 0.00
- Conversion 2:** 0.00
- Do not Require Batch No. on POS Invoice:** (checkbox)

The window also features a toolbar with 'New', 'Duplicate', 'Cancel', and 'Save' buttons, and a tabbed interface with 'Pricing', 'Stock', 'Warehouse', 'Costs', 'Recipe', 'A/C', 'Varieties', 'Texts', 'Cost Model', and 'User Values' tabs. An image of two orange speakers is displayed on the right side of the form.

The more important fields are the following—

Base Price

The Base Price is the standard retail price of the Item. You can use Price Lists to offer other prices to different groups of Customers.

Unit

The Unit is the quantity to which the Base Price refers. For example, the Unit could be a single entity, a pair or a

dozen. You can sell Items using different Units, produce stock reports in different Units, and use Units to sell Items by area or volume.

| | |
|-------------------|---|
| Item Type | Choose an Item Type, as follows— |
| Plain | Use this Type for non-physical Items that you will not keep in stock e.g. delivery charges. |
| Stocked | <p>Use this Type for physical Items that you will keep in stock. Stock levels and values will always be maintained for Stocked Items. You can obtain a stock list and valuation at any time using the Stock List report in the Stock module.</p> <p>You should choose a stock valuation method for a Stocked Item. You can do this on the 'Cost Model' card of the Item record or in the Item Group if the Item belongs to one. You should also choose a default valuation method in the Cost Accounting setting in the Stock module. The stock valuation method is also known as the "Cost Model".</p> <p>You should also choose a Cost of Sales Account for a Stocked Item. Again, you can do this in the Item record ('A/C' card) or in the Item Group if the Item belongs to one. You should also set a default Cost of Sales Account in the Account Usage Stock setting in the Stock module.</p> |
| Structured | <p>Use this Type for Items that you will build from components at the moment of delivery. You will never keep a Structured Item in stock, only its components.</p> <p>You should specify a Recipe for each Structured Item, on the 'Recipe' card. The Recipe is a list of the components that you will use to build the Item.</p> <p>When you sell a Structured Item, it will of course be shown on all paperwork (e.g. the Invoice). If you would like the components to be listed as well, tick the Paste Components during Entry box on the 'Recipe' card.</p> |
| Service | Use this Type for chargeable time, e.g. consultancy, labour, training. If you do not have the Job Costing module, these Items can also be Plain Items. Outside that module Plain and Service Items are handled in a similar manner. If you have the Job Costing module, these Items should be Service Items to take full advantage of the time recording features in that module. |
| Picture | <p>You can add a picture to an Item record as shown in the illustration. Upload a .jpg file of the image using the Attachments feature (page 35 above). You may need to close and re-open the Item record for the image to appear. You can print these images in various documents e.g. Invoices.</p> <p>The Mac OS X version of Enterprise by HansaWorld contains various tools that you can use to scale and move</p> |

the picture, and to take photographs of Items using your computer's camera.


Cost Price

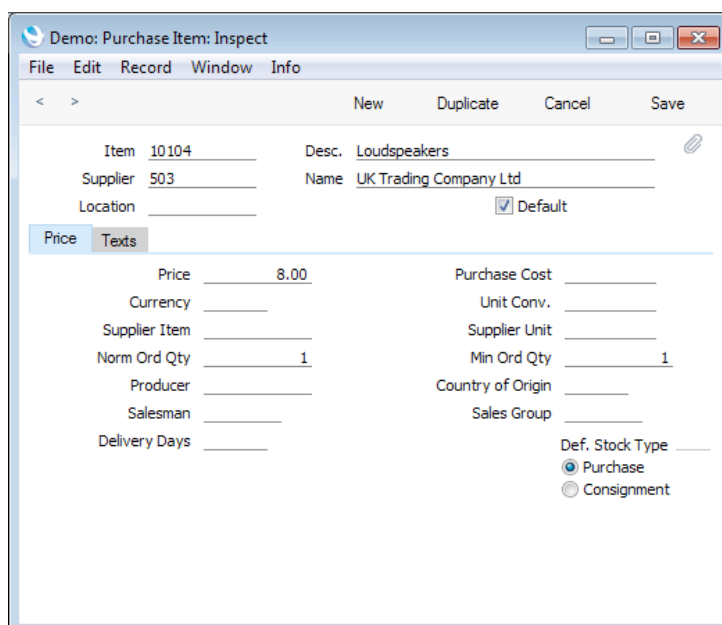
The Cost Price on the 'Costs' card is the standard purchase price of the Item. If necessary, you can have this updated automatically each time you receive the Item into stock. Use the Upd. Cost Price at Goods Receipt options to control this feature.

Purchase Items

The Purchase Item register in the Purchase Orders module records the various purchase prices and lead times offered for a particular Item by different Suppliers.

You can create Purchase Items using two methods—

1. You can enter Purchase Items directly to the Purchase Item register in the normal way.
2. You can create a Purchase Item record by copying an Item. From the Item record, select the 'Create Purchase Item' function on the Operations menu (with the  icon). Information will be copied from the Item record into the Purchase Item, leaving you only the tasks of specifying the Supplier and, if necessary, of changing the price.



Each Purchase Item includes the following fields—

Supplier

You can enter as many Purchase Items as you need for a particular Item, but you can only enter one for a particular Item/Supplier combination. Choose a Supplier using 'Paste Special' (Ctrl-Enter/⌘-Enter).

Default

Tick the Default box if the Supplier is your preferred Supplier for a particular Item. This will become the "Default Purchase Item" for that Item. When you create a Purchase Order for the Item using one of the Maintenance routines (batch routines) described below on page 85, the Default Purchase Item will determine the Supplier and the price.

Price Enter the purchase price for the Item offered by this Supplier. This is the price per Supplier Unit.

Supplier Unit, Unit Conversion

If you enter a Supplier Unit, you should also enter a Unit Conversion. This is the relationship between the Supplier Unit and your sales Unit for the Item, entered in the Item record. For example, your firm sells the Item in single units, but the Supplier sells in boxes of 12. In this case, the Unit on the 'Pricing' card of the Item record will be "Item", the Supplier Unit will be "Dozen", and the Unit Conversion will be "12". The Price (above) will be for one dozen.

Minimum Order Quantity, Normal Order Quantity

The Minimum Order Quantity is the minimum quantity that the Supplier will ship. The Normal Order Quantity is the quantity that you prefer to order. Usually this will be the same as or a multiple of the Minimum.

Supplier Item The Supplier Item is the Item Number given to the Item by the Supplier. You should design your Purchase Order Form so that this information will be printed on your Purchase Orders.

Delivery Days Use this field to record the average lead time for the Item when purchased from the Supplier specified above.

For More Information

Please click for more details about—

- [Item Groups](#)
- [Recipes](#)
- [Full details of the Item record](#)
- [Full details of the Purchase Item record](#)
- [Price Lists](#)
- [Discount Matrices \(quantity discounts\)](#)
- [Selling Items by Area or Volume](#)

Sales Process

Enterprise by HansaWorld allows you to record every stage of the sales process in sequence from the Quotation through the Order and the Delivery to the Invoice and payment. You can begin the sequence at any stage (with the exception that every Delivery must be created from an Order).

Quotations

To enter a Quotation, change to the Quotations module and open the Quotation register using the button in the Master Control panel. When the 'Quotations: Browse' window opens, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight a Quotation similar to the one you want to enter and click [Duplicate] or use Ctrl-K/⌘-Y.

The screenshot shows the 'Demo: Quotation: Inspect' window. The top menu bar includes File, Edit, Record, Window, and Info. Below the menu is a toolbar with icons for navigation and actions like New, Duplicate, Cancel, and Save. The main form contains fields for Quotation details:

- No. 13, Name: Against All Odds Trading Co, Customer: 001, Official No. (empty)
- Terms tab selected, showing: Date 19/12/2013, Our Reference: Samuel Jaffacake, Salesman: SJ, Status: Open (selected), Payment Terms: 30, Attention: Joseph Conrad, Project (empty), Valid Until: 19/01/2014, Objects: DEPT 1, SJ, Quotation Class: V, Make Contact: 09/01/2014, Reference (empty), Probability: 75.0, Decision Date (empty), Priority (empty).

Below the form is a table of items:



| Item | Qty | Description | Unit Price | % | Sum |
|---------|-----|------------------------------------|------------|-----|--------|
| 1 10101 | 5 | Transistor radio | 25.00 | 5.0 | 118.75 |
| 2 10102 | 3 | Surround Sound Radio and CD player | 29.00 | 5.0 | 82.65 |
| 3 10103 | 3 | Receiver | 67.00 | 5.0 | 190.95 |
| 4 10104 | 16 | Loudspeakers | 17.00 | 5.0 | 258.40 |
| 5 10105 | 4 | Cassette deck | 56.00 | 5.0 | 212.80 |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |

At the bottom, a summary section shows:

| | | | | |
|------------------|-------------------|----------------|-----------------|------------------|
| Currency: GBP | GP %: 77.0 | TAX2: (empty) | VAT: 172.71 | Subtotal: 863.55 |
| Total GP: 665.20 | Ext. Tax: (empty) | Base: 1,036.26 | TOTAL: 1,036.26 | |

Notes

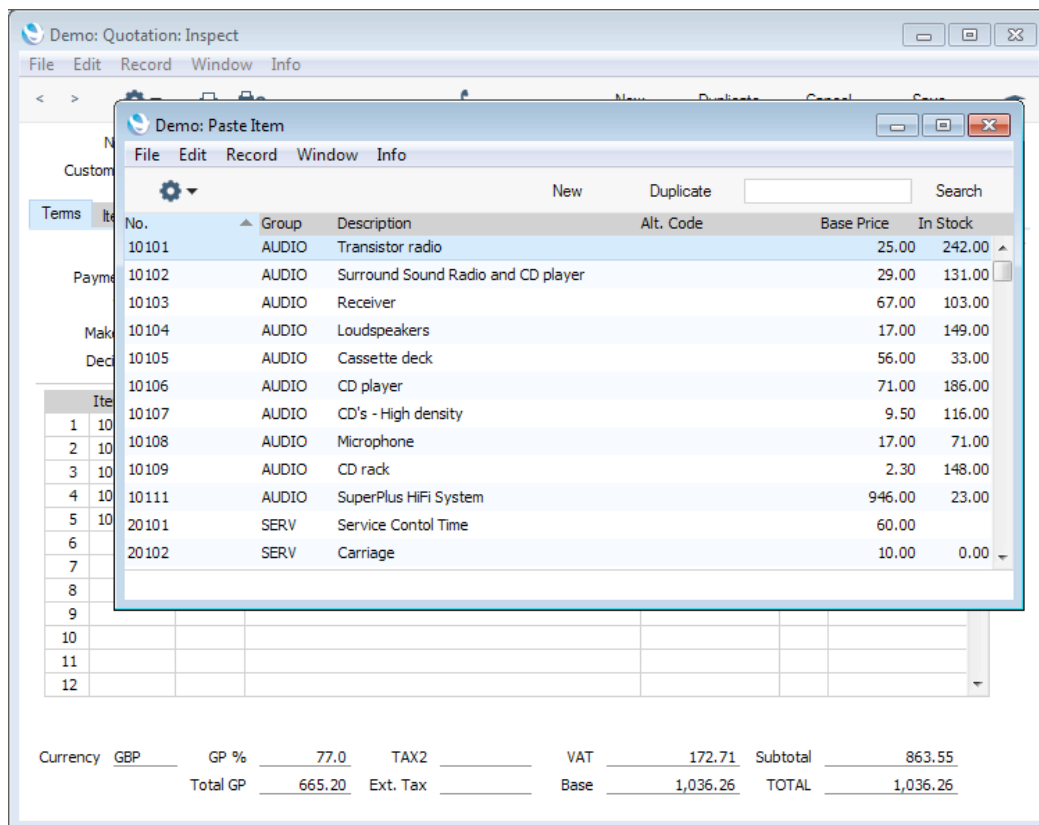
- The Quotation Number (13 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Quotation for the first time.
- Choose the Customer and the Items using 'Paste Special' (Ctrl-Enter/⌘-Enter). Information such as Customer Name and Payment Terms will be brought in automatically. If you can't find the Customer or Item you want in the 'Paste Special' list, you can create it using the [New] or [Duplicate] buttons.

- If you know the intended Delivery Address, enter it on the 'Del. Address' card, again using 'Paste Special' if you have recorded several Delivery Addresses for the Customer (page 48 above). If you don't yet know the Delivery Address, you will be able to specify it later, in the Order or in the Delivery.
- Use the 'Item Status' function described in the 'Viewing Stock Levels' section immediately below to see the stock levels of each Item on the Quotation.
- If you need to remind yourself to call the Customer about the Quotation, choose 'Create Activity' from the Operations menu (with the  icon). This function will create an Activity and place it in your Task Manager. The Date of the Activity will be the Make Contact Date of the Quotation if there is one, otherwise it will be the Quotation Date. When you make the call or meet the Customer, open the Activity from the Task Manager and record the details. This will help build up a contact history.
- You can easily list the Quotations that are still valid using the Outstanding Quotations report. From here, you can use the drill-down feature to open individual Quotations to follow them up or convert them into Orders. This report only lists Quotations whose Status is Open, and therefore will always contain a manageable number of Quotations. It is a good discipline to change the Status of Quotations to Accepted or Rejected when appropriate, to remove them from this report. If you create an Order from a Quotation, its Status will change to Accepted automatically.
- Changing the Status of Quotations also updates the Quotation Decision Statistics and the Quotation Salesman Statistics reports, which analyse the time taken for Quotations to be accepted or rejected, and removes them from the Quotation Forecasting report, which predicts future sales, based on the current stock of open Quotations and the probabilities that they will be converted to Orders.
- To print the Quotation, click the Printer icon at the top of the window.
- To create an Order from a Quotation, save it and then choose 'Create Order' from the Operations menu (with the  icon). Every detail will be copied to the Order, saving you the need to enter this information twice.
- You can also omit the Order stage and create an Invoice from a Quotation, by saving it and then choosing 'Create Invoice' from the Operations menu. If you do create an Order from a Quotation, you should then create the Invoice from the Order and not from here.



Viewing Stock Levels

You may need to check the stock level of each Item as you add it to the Quotation (or Order or Invoice). You can do this in two ways—

1. If you use the 'Paste Special' feature (Ctrl-Enter/⌘-Enter) to add Items to the Quotation, you will be shown the stock level of each Item in the right-hand column of the 'Paste Special' list—



No stock level is shown for the last two Items in the list in the illustration (20101 and 20102), because they are not Stocked Items.

2. The Item Status ribbon displays more information about the stock situation of each Item. Open the Item Status ribbon by selecting 'Item Status' from the Operations menu (with the  icon) (or using the Ctrl-I/ keyboard shortcut)—

Demo: Quotation: Inspect

Demo: Item Status

File Edit Record Window Info

Item 10101 Stock 242 Order 30 P. Order 20 Shippable 212 Not Reserved 242 Stock 2 0 Date 15/01/2014

Terms Items Currency Del. Terms Price List Inv. Address Del. Address Job Costing

Date 19/12/2013 Our Reference Samuel Jaffacake Salesman SJ Status ☒ Open ☐ Accepted ☐ Rejected ☐ Closed

Payment Terms 30 Attention Joseph Conrad Project

Valid Until 19/01/2014 Objects DEPT1,SJ Quotation Class V

Make Contact 09/01/2014 Reference Probability 75.0 Priority

Decision Date

| Item | Qty | Description | Unit Price | % | Sum |
|---------|-----|------------------------------------|------------|-----|--------|
| 1 10101 | 5 | Transistor radio | 25.00 | 5.0 | 118.75 |
| 2 10102 | 3 | Surround Sound Radio and CD player | 29.00 | 5.0 | 82.65 |
| 3 10103 | 3 | Receiver | 67.00 | 5.0 | 190.95 |
| 4 10104 | 16 | Loudspeakers | 17.00 | 5.0 | 258.40 |
| 5 10105 | 4 | Cassette deck | 56.00 | 5.0 | 212.80 |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |

Currency GBP GP % 77.0 TAX2 VAT 172.71 Subtotal 863.55

Total GP 665.20 Ext. Tax Base 1,036.26 TOTAL 1,036.26

The ribbon displays information about the Item in the row where you have placed the insertion point.

If you would like the ribbon to open automatically whenever you create or open a sales transaction, choose the Show Item Status option in the Item Settings setting in the Sales Ledger—

Demo: Item Settings: Update

File Edit Record Window Info

Save

Default Item Group

Default Warranty Length

Default Unit

Barcode Length Excl. Checksum 0

Assigned Barcode No.

Start Barcode From

☐ Unique Barcode ☐ Do not allow Base Price change

☐ Show Best Before Dates ☐ Item Formulae based on price incl. VAT

☒ Show Batch Status ☐ Enable Quantity Calculation

☒ Show Item Status ☐ Require Item Group

☐ Calculate Perception Taxes ☐ Use Supersession Items

☐ Calculate Withholding Taxes

☐ Update Prices on records with Currency when changing Dates

Default Item Type

☐ Plain ☐ Upd. Cost Price at Goods Receipt

☒ Stocked ☐ No

☐ Structured ☐ Last Purchase Cost (incl. extras)

☐ Service ☐ Weighted Average

☐ Last Purchase Cost (excl. extras)

Serial Number Tracking

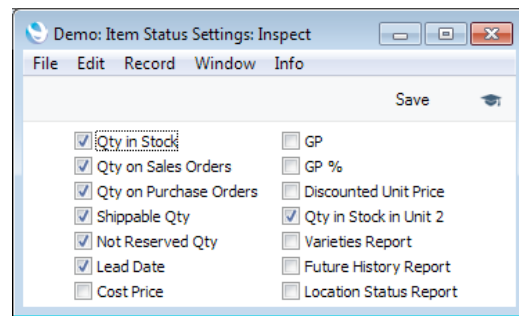
☒ None ☐ Upd. Cost Price at Stock Revaluation

☐ Unit Number ☐ No

☐ Batch Number ☐ Last Revaluation Cost

☐ Weighted Average

You can control the information that will be shown in the Item Status ribbon, using the Item Status Settings setting, also in the Sales Ledger—



Sales Orders

You can enter a Sales Order in two ways—

1. You can create one from a Quotation, as described above.
2. You can enter one directly to the Sales Order register, in the Sales Orders module.



The Sales Order screen is very similar to the Quotation screen described in the previous section—

| Item | Qty | Description | Unit Price | % | Sum |
|---------|-----|------------------------------------|------------|-----|--------|
| 1 10101 | 5 | Transistor radio | 25.00 | 5.0 | 118.75 |
| 2 10102 | 3 | Surround Sound Radio and CD player | 29.00 | 5.0 | 82.65 |
| 3 10103 | 3 | Receiver | 67.00 | 5.0 | 190.95 |
| 4 10104 | 16 | Loudspeakers | 17.00 | 5.0 | 258.40 |
| 5 10105 | 4 | Cassette deck | 56.00 | 5.0 | 212.80 |
| 6 20102 | 1 | Carriage | 10.00 | | 10.00 |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |

| | | | | | | | | | |
|----------|--------|----------|------|------|----------|-------|----------|----------|--------|
| Currency | GBP | GP % | 77.3 | TAX2 | | VAT | 174.71 | Subtotal | 873.55 |
| Total GP | 675.20 | Ext. Tax | | Base | 1,048.26 | TOTAL | 1,048.26 | | |

Notes

- Specifying an Order Number, Customer, Delivery Address and Items in a new Sales Order, viewing stock levels, creating Activities and printing Sales Orders are all as described for Quotations in the previous section.


- If you create an Order from a Quotation, the Customer, Delivery Address, Items and pricing will all be copied from the Quotation, but you can change them in the Order.
- If any of the Items on the Order are out of stock, create Purchase Orders as described below on page 83. If you enter a Planned Delivery Date in the Order and you know the lead times for the Items that are out of stock, you can then use the 'Create Planned Records' Maintenance function to create Purchase Orders with appropriate dates for the Items to arrive in time for delivery. Item lead times are stored in the Purchase Item register, described above on page 67.
- You can easily find the Sales Orders that are awaiting delivery using the Deliverable List or Outstanding Orders reports. In both cases, you can use the drill-down feature to open individual Orders in order to issue Deliveries. The Deliverable List is a list of Orders that can be satisfied from stock (you can if you wish include in the report Orders that can be partially satisfied). The Outstanding Orders report is a list of unfulfilled Orders: there is an option to show stock levels for each Order Item, allowing you to see the Orders that you can deliver and the ones that are still waiting for stock to arrive.
- To issue a Delivery from an Order, save the Order and then choose 'Create Delivery' from the Operations menu (with the  icon). The Delivery is described in the next section.
- To raise an Invoice from an Order, save the Order and then choose 'Create Invoice' from the Operations menu. By default, you must have issued at least one Delivery from an Order before you can raise an Invoice (you can override this using the Invoices before Delivery option in the Stock Settings setting or on the 'Del. Terms' card of an individual Order). If you need to produce a list of Orders awaiting Invoicing (i.e. Orders that have been delivered but not invoiced), use the Invoiceable Orders report. Again, you can drill down from this report to an individual Order in order to raise an Invoice.
- When looking at an individual Order, you can ascertain its Delivery and Invoice status in two ways—
 - i. Flip D on the 'Items' card contains three fields: Del. shows the quantities of each Item on approved and unapproved Deliveries; Del. OK shows the quantities on approved Deliveries; and the Invoiced figure shows the quantities on approved and unapproved Invoices. An approved Delivery is one that you have confirmed to be correct and that has removed the Items from stock. An approved Invoice is one that you have confirmed to be correct and that has updated the Debtor, Sales, Cost of Sales, Stock and VAT Accounts.
 - ii. Select 'Order Status' from the Operations menu (with the  icon). This produces an instant screen report listing the following quantities for each Item: Order; Delivery; remaining to be delivered; in stock; and deliverable. The report also lists any transactions that have already been created from the Order (e.g. Deliveries, Invoices, Returned Goods) with drill-down.

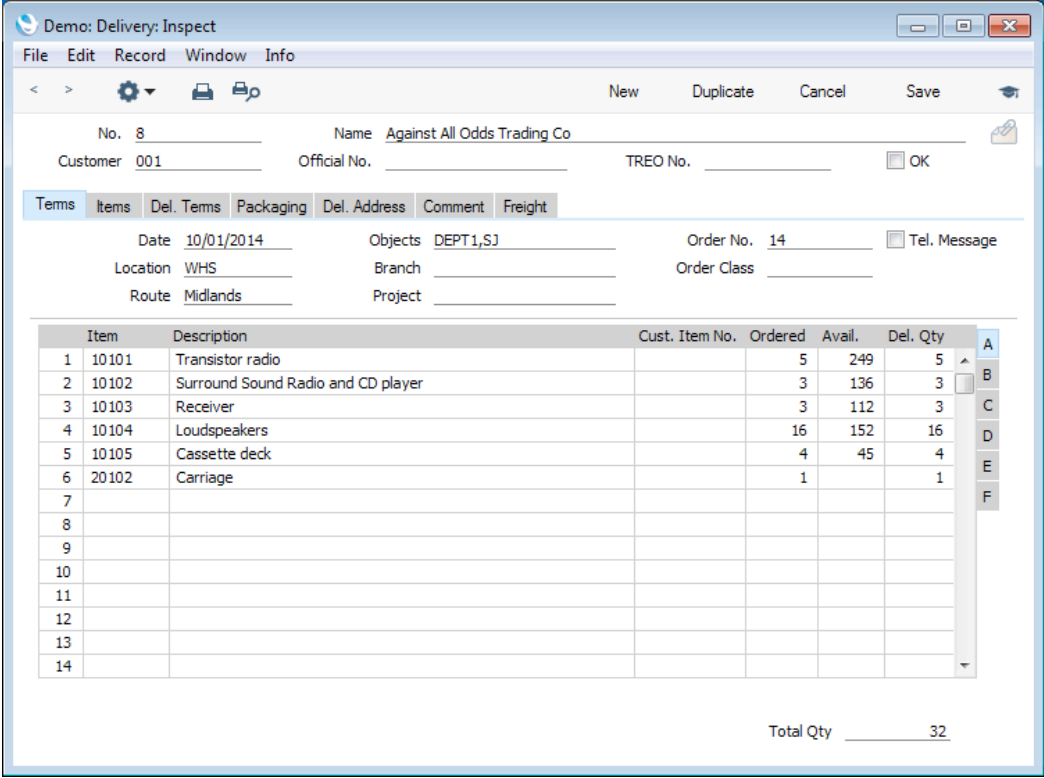
- The following Maintenance functions (batch processing functions), all in the Sales Orders module, allow you to create Deliveries and Invoices from Orders in batches—
 - i. The 'Create Deliveries from Orders' function will create separate Deliveries for each Order that you can satisfy from stock.
 - ii. The 'Group Invoicing' function will create a single Invoice for each Customer. A Group Invoice may therefore include several delivered Orders.
 - iii. The 'Invoice Delivered Orders' function will create separate Invoices for each delivered Order.

Deliveries

Use the Delivery register in the Stock module to ship Items to Customers and to remove those Items from stock.

You cannot enter a Delivery directly to the Delivery register, you can only issue them from Sales Orders. You can use one of the following methods to issue Deliveries—

- i. Open an Order and select 'Create Delivery' from the Operations menu (with the  icon). Use the Deliverable List or Outstanding Orders reports to find and open the Orders that are awaiting Delivery.
- ii. Highlight an Order in the 'Orders: Browse' window and select 'Create Delivery' from the Operations menu.
- iii. Use the 'Create Deliveries from Orders' Maintenance function (batch processing function) in the Sales Orders module to create Deliveries in batches for each Order that you can satisfy from stock.



The screenshot shows the 'Demo: Delivery: Inspect' window. The top menu bar includes File, Edit, Record, Window, and Info. Below the menu is a toolbar with icons for navigation and actions. The main form contains the following fields:


- No. 8, Name: Against All Odds Trading Co
- Customer 001, Official No., TREO No., OK
- Terms, Items, Del. Terms, Packaging, Del. Address, Comment, Freight
- Date: 10/01/2014, Objects: DEPT1,SJ, Order No. 14, Tel. Message
- Location: WHS, Branch, Order Class
- Route: Midlands, Project

Below the form is a table with the following columns: Item, Description, Cust. Item No., Ordered, Avail., Del. Qty.

| Item | Description | Cust. Item No. | Ordered | Avail. | Del. Qty |
|------|-------------|------------------------------------|---------|--------|----------|
| 1 | 10101 | Transistor radio | 5 | 249 | 5 |
| 2 | 10102 | Surround Sound Radio and CD player | 3 | 136 | 3 |
| 3 | 10103 | Receiver | 3 | 112 | 3 |
| 4 | 10104 | Loudspeakers | 16 | 152 | 16 |
| 5 | 10105 | Cassette deck | 4 | 45 | 4 |
| 6 | 20102 | Carriage | 1 | | 1 |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |
| 13 | | | | | |
| 14 | | | | | |


Total Qty 32

Notes

- The Customer, Address and Item information will be copied from the Order. You cannot change the Customer, but you can change the Delivery Address (on the 'Del. Address' card). You cannot add Items as you can only deliver what was on the Order. You can remove Items if you want to deliver them later.
- The Delivery will attempt to ship as many Items as possible, so for Stocked Items the default Delivery Quantity will be the Order Quantity or the quantity in stock, whichever is the lower. You can change the Delivery Quantity to a lower figure but, by default, you will not be able to deliver more than you have in stock and you also cannot deliver a greater quantity than was ordered (you can override these defaults using the Over Delivery and Allow Delivered Quantity greater than Ordered options respectively in the Stock Settings setting).
- You will always be able to deliver the full Order Quantity of Plain and Service Items (e.g. the delivery charge in the illustration above). These Items do not have any figures in the Avail. column.
- When you are sure the Delivery is correct, mark it as OK using the check box in the top right-hand corner and save it. All Stocked Items in the Delivery will be removed from stock. You will no longer be able to modify the Delivery. This process is known as "approving" or "OKing" the Delivery.
- To print the Delivery, click the Printer icon at the top of the window. If the Delivery is not approved, a Picking List will be printed, to enable the correct Items to be found in the warehouse and prepared for shipment. If the Delivery is approved, a Delivery Note will be printed, for attaching to the package or to be taken to the Customer to be signed.
- If a delivered Item is returned to you, open the Delivery and choose 'Create Returned Goods' from the Operations menu (with the  icon). Depending on the stock valuation method you are using, you may also be able to do this from the Order. You might generate a Returned Goods record when the Customer contacts you to send back the delivered Items, issuing the Number of the Returned Goods record as a Returns Number. When the Items arrive, you can approve the Return: this will bring the Items back into stock and update the Nominal Ledger stock valuation. If you have already raised an Invoice, you can issue a Credit Note from the Returned Goods record.

Invoices

You can raise Invoices in several ways—

- Open an Order and select 'Create Invoice' from the Operations menu (with the  icon). Use the Invoiceable Orders report to find and open the Orders that are awaiting Invoices. Usually you must have issued at least one approved Delivery from an Order before you can create an Invoice, and only the delivered Items will be included in the Invoice. If you have an Order open, go to flip D and compare the Del. OK and Invoiced figures to see if an Invoice is needed.
- Highlight an Order in the 'Orders: Browse' window and select 'Create Invoice' from the Operations menu.

- iii. Use the 'Group Invoicing' Maintenance function (batch processing function) in the Sales Orders module to create a single Invoice for each Customer (including all that Customer's delivered Orders) or the 'Invoice Delivered Orders' Maintenance function to create separate Invoices for each delivered Order.
- iv. Open a Quotation and select 'Create Invoice' from the Operations menu. Do not use this method if you have already created an Order and Delivery from the Quotation, because you risk removing the Items from stock twice.
- v. Enter an Invoice directly to the Invoice register in the Sales Ledger.

Demo: Invoice: Inspect

File Edit Record Window Info

< > [Icons] New Duplicate Cancel Save [Icon]

No. 2014001 Name Against All Odds Trading Co

Customer 001 Official No. _____ ☐ OK

Terms Items Currency Del. Terms Identifiers Price List Inv. Address Del. Address

Invoice Date 11/01/2014 Our Reference Samuel Jaffacake Salesman SJ ☐ Disputed

Payment Terms 30 Attention Joseph Conrad Project _____

Due Date 10/02/2014 Objects DEPT1,SJ Credit Reason _____

Trans. Date 11/01/2014 Reference _____

Cust. Ord. No. _____

| Item | Qty | Description | Unit Price | % | Sum |
|---------|-----|------------------------------------|------------|-----|--------|
| 1 10101 | 5 | Transistor radio | 25.00 | 5.0 | 118.75 |
| 2 10102 | 3 | Surround Sound Radio and CD player | 29.00 | 5.0 | 82.65 |
| 3 10103 | 3 | Receiver | 67.00 | 5.0 | 190.95 |
| 4 10104 | 16 | Loudspeakers | 17.00 | 5.0 | 258.40 |
| 5 10105 | 4 | Cassette deck | 56.00 | 5.0 | 212.80 |
| 6 20102 | 1 | Carriage | 10.00 | | 10.00 |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |

Currency GBP TAX2 _____ VAT 174.71 Subtotal 873.55

Total GP 675.20 Ext. Tax _____ Base 1,048.26 TOTAL 1,048.26

Notes

- Specifying an Invoice Number, Customer, Delivery Address and Items in a new Invoice, viewing stock levels, creating Activities and printing Invoices are all as described for Quotations and Orders in the previous sections.
- If you create an Invoice from a Quotation or Order, the Customer, Delivery Address, Items and pricing will all be copied from the Quotation or Order, but you can change them in the Invoice. If you need to invoice an additional quantity of an Item that was copied from an Order/Delivery, do not simply increase the Invoice Quantity. Instead, add a new row to the Invoice for the additional quantity. This will ensure the additional quantity will correctly be removed from stock. The original quantity was removed from stock by the Delivery.
- When you are sure the Invoice is correct, mark it as OK using the check box in the top right-hand corner and save it. You will no longer be able to modify the Invoice. This process is known as "approving" or "OKing" the Invoice.

When you approve ("OK") an Invoice in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

| | |
|-----------------------|---|
| Debtor Account | Taken from the Customer Category or from the Account Usage S/L setting and shown on the 'Delivery' card of the Invoice. If the Payment Terms of the Invoice are Cash, the Cash Account from the Payment Term record will be used instead. |
| Sales Account | Taken from the Price, Item, Item Group or from the Account Usage S/L setting and shown on flip B of each Invoice row. |
| VAT Account | Taken from the VAT Code shown on flip B of each Invoice row. |


The Nominal Ledger Transaction will also include the following two Cost of Sales postings if the Invoice contains at least one Stocked or Structured Item—

| | |
|------------------------------|--|
| Cost of Sales Account | Taken from the Item or from the Item Group, or from the Account Usage Stock setting. |
| Stock Account | Taken from the Location, the Item Group or from the Account Usage Stock setting. |

In both cases, if you want the Accounts to be taken from the Item Group, use the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module.

The value of the Cost of Sales postings will be calculated using the stock valuation method specified in the Item ('Cost Model' card), the Item Group or in the Cost Accounting setting. If you want the stock valuation method to be taken from the Item Group, use the Use Item Groups for Cost Model option in the Cost Accounting setting.

You can also post Cost of Sales from Deliveries: please refer to the full 'Stock Module' manual for details.

- The Update Stock option on the 'Del. Terms' card of the Invoice will cause the Cost of Sales postings to be included in the Nominal Ledger Transaction, as just described. It will also remove from stock all Stocked Items listed in the Invoice, if you entered the Invoice directly to the Invoice register or you created it from a Quotation. It will not remove from stock the Stocked Items in an Invoice created from an Order, since these will already have been removed from stock by the Delivery. If you add a new row to an Invoice created from an Order, it will remove the Stocked Item in this new row from stock.
- To print the Invoice, click the Printer icon at the top of the window. If the Invoice is not approved, it will be printed with a "Draft" watermark.
- If you need to credit an Invoice, open it and choose 'Create Credit Note' from the Operations menu (with the  icon). A new Invoice will be created, using a Credit Note Payment Term, thus making it a Credit Note. The first row of the Credit Note will contain the Invoice Number of the Invoice being credited. Change the quantities or prices as appropriate and approve in the usual way. You can only create a Credit Note from an Invoice that has been approved.

- An Order, its Deliveries and its Invoices will all be connected to each other automatically through the Attachments feature. If you have one of these records open, you can easily open the connected records by clicking the [Attachments] button (with the paper clip icon) in the top right-hand corner and double-clicking in the subsequent list.

Aged Debtors Report and Debt Management

Before you can produce an Aged Debtors report, you should configure your ageing periods. To do this, ensure you are in the Sales Ledger and open the Age Limits setting—

Enter up to six ageing periods as shown in the illustration and save. In this example, there are four ageing periods: up to 30 days; between 31 and 60 days; between 61 and 90 days, and more than 90 days.

After defining your Age Limits, you can produce an Aged Debtors report. Remaining in the Sales Ledger, produce a Sales Ledger report and choose the Aged or Aged Detailed option (on the centre right)—

The Aged option produces a report summarising each Customer's debt, showing how much is owing in each ageing period, and with a drill-down to each Customer record. The Aged Detailed option shows the ageing period and Due Date of each Invoice, and includes each Customer's telephone number and drill-downs to each Customer and Invoice record. In both cases, use the Aged based on Invoice Date option on card 2 of the report specification window to specify whether the ageing calculation is to start from the Due Date of an Invoice (the default option) or its Invoice Date.

If you need to send statements to Customers, you can use the Open Invoice Customer Statement or Periodic Customer Statement documents, both in the Sales Ledger. The Open Invoice Customer Statement is a list of outstanding Invoices. It will only be printed for Customers for whom the Reminders box has been ticked (on the 'Terms' card of their Contact records). The Periodic Customer Statement lists all Invoices and Receipts issued and received during a specified period.

Receipts

When you receive payment from a Customer, you should record it in the Receipt register in the Sales Ledger.

The screenshot shows the 'Demo: Receipt: Inspect' window. At the top, there are menu bars (File, Edit, Record, Window, Info) and a toolbar with icons for navigation and actions. Below the toolbar, there are input fields for 'No.' (12), 'Trans. Date' (12/02/2014), 'Reference', 'Payment Mode' (Q), 'Comment' (Cheque), and 'Auth. Code'. There are also checkboxes for 'Cust. Info on N/L Transaction' and 'OK'. Below these fields is a table with columns: Invoice No., Customer, Text, Pay. Date, B. Cur., Bank Amount, R. Cur., and Received Value. The table has 21 rows, with the first row containing data: 1, 2014001, 001, Against All Odds Trading, 12/02/2014, GBP, 1,048.26, GBP, 1,048.26. To the right of the table is a vertical scroll bar with letters A through J. At the bottom of the window, there are fields for 'Currency' (GBP) and 'Deposited' (1,048.26).



| | Invoice No. | Customer | Text | Pay. Date | B. Cur. | Bank Amount | R. Cur. | Received Value |
|----|-------------|----------|--------------------------|------------|---------|-------------|---------|----------------|
| 1 | 2014001 | 001 | Against All Odds Trading | 12/02/2014 | GBP | 1,048.26 | GBP | 1,048.26 |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |
| 6 | | | | | | | | |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |
| 13 | | | | | | | | |
| 14 | | | | | | | | |
| 15 | | | | | | | | |
| 16 | | | | | | | | |
| 17 | | | | | | | | |
| 18 | | | | | | | | |
| 19 | | | | | | | | |
| 20 | | | | | | | | |
| 21 | | | | | | | | |

Currency GBP Deposited 1,048.26

Notes

- The Receipt Number (12 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Receipt for the first time.
- Choose a Payment Mode using 'Paste Special' (Ctrl-Enter/⌘-Enter). The Payment Mode is the method of payment (e.g. cheque, credit card or cash). It determines the Nominal Ledger Account that will be debited by the

Receipt. For example, if you have more than one bank account, having a separate Payment Mode for each one will allow you to receive funds into the relevant account.

- Use the grid to list the Invoices being paid. When you enter an Invoice Number (using 'Paste Special' if you need to), the outstanding amount will be placed in the Bank Amount and Received Value fields.
- In the case of a partial payment, enter the amount paid in the Received Value field. You should not change the Bank Amount, because this will be treated as an exchange rate difference. If you want to write off the remaining outstanding amount, press Tab or Return or use the mouse to move the insertion point out of the Received Value field while making sure it remains in the same row, then select 'Add Write Off' from the Operations menu (with the  icon). A new row will be created, containing the phrase "Write off". The Received Value field will be set to the remaining outstanding amount (i.e. the amount that is to be written off). You can change this figure if you do not want to write off the whole of the outstanding amount. If you want to write off an entire Invoice, change the Received Value to zero before selecting the 'Add Write Off' function.
- You can receive payment against several Invoices in a single Receipt record. While you can record every payment received in a single day in a single Receipt record, irrespective of Currency and of Payment Mode, it is recommended that, to help with the process of bank reconciliation, you should use one Receipt record to represent the monies paid into the bank on a single paying-in slip, or a single credit transfer transaction. Reconciliation is described below on page 109.
- If your output VAT liability is calculated from your Receipts, not from your Invoices (Cash VAT scheme in the UK), before entering a Receipt you should choose the Post Receipt VAT and Post Prepayment VAT options in the Account Usage S/L setting and update the VAT Codes setting by specifying O/P Accounts. After doing this, the VAT Code and VAT Value will be brought in to the fields on flip E automatically when you enter an Invoice Number (the VAT Code comes from the first row of the Invoice).
- If there will be a bank charge associated with the Receipt, select 'Add Fee' from the Operations menu (with the  icon). A new row will be created, containing the phrase "Fee". Enter the Bank Fee figure in the right-hand Amount field.
- When you are sure the Receipt is correct, mark it as OK using the check box towards the top right-hand corner and save it. You will no longer be able to modify the Receipt. This process is known as "approving" or "OKing" the Receipt.

When you approve ("OK") a Receipt in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Debtor Account Taken from the 'Price List' card of the Invoice(s) being paid.

Bank or Cash Account

Taken from the Payment Mode.

If you are using the Post Receipt VAT option described above, there will also be a posting to a VAT Account (the O/P Account for the relevant VAT Code).

If you used the 'Add Write Off' function to write off an Invoice, the amount written off will be posted to the Write Offs Account specified in the Account Usage S/L setting.

If you used the 'Add Fee' function to add a bank charge to the Receipt, the bank charge will be posted to the Bank Fee Account specified in the Account Usage S/L setting, while the Received Value less the bank charge will be posted to the Bank Account from the Payment Mode.

You can also enter a Receipt using flip E of a Nominal Ledger Transaction, as described below on page 101.

For More Information

Please click for more details about—

- [Account Usage S/L](#) (use this setting to choose the Accounts that will be used as defaults in various situations)
- [Payment Terms](#)
- [Payment Modes](#)
- [VAT Codes](#)
- [Full details of the Quotation record](#)
- [Full details of the Sales Order record](#)
- [Full details of the Delivery record](#)
- [Full details of the Invoice record](#)
- [Full details of the Receipt record](#)
- [Cost of Sales postings](#) (see also the Account Usage Stock and Cost Accounting settings)
- [Crediting Invoices](#)
- [Prepayments and On Account Receipts](#) (e.g. deposits, receipts without Invoices)

Purchase Process

Enterprise by HansaWorld allows you to record every stage of the purchase process in sequence from a Purchase Order Quotation through the Purchase Order and the Goods Receipt to the Purchase Invoice and payment. You can begin the sequence at any stage, perhaps most commonly creating Purchase Orders for stock ("Stocking" Purchase Orders) and to satisfy Sales Orders ("Back-to-Back" Purchase Orders).

Purchase Orders

You can enter a Purchase Order using the following methods—

1. You can create one from a Purchase Order Quotation.
2. You can create one from an Internal Order. The Internal Order register is useful if you need to follow a process of request and authorisation before creating a Purchase Order, particularly when you need to purchase Assets or other Items for internal use.
3. You can enter a Purchase Order directly to the Purchase Order register, in the Purchase Orders module.
4. You can use one of the various Operation menu and Maintenance functions that create Back-to-Back and Stocking Orders. These functions are described below on page 85.

Demo: Purchase Order: Inspect

File Edit Record Window Info

< > [Icons] New Duplicate Cancel Save

No. 17 Name UK Trading Company Ltd
 Supplier 503 Signers _____ OK

Terms Items Currency Del. Terms Comment Ord. Address Del. Address Extra Costs

Date 09/01/2014 Our Reference Samuel Jaffacake Salesman SJ ☐ Closed
 Payment Terms 30 Attention _____ Project _____ ☐ Price Ind. VAT
 Valid Until _____ Objects _____ Purch. Ord. Class _____
 Planned Delivery _____ Reference _____ Order Type Normal


| Item | Qty | Unit | Description | Unit Price | % | Sum | V-Cd | |
|------|-------|------|------------------|------------|---|--------|------|--|
| 1 | 10104 | 20 | PCS Loudspeakers | 8.00 | | 160.00 | 1 | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |
| 6 | | | | | | | | |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |
| 13 | | | | | | | | |
| 14 | | | | | | | | |

Currency GBP Freight 0 VAT 32.00 Subtotal 160.00
 Pallets _____ Customs 0 Ext. Tax _____ TOTAL 192.00

Notes

- The Purchase Order Number (17 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Purchase Order for the first time.
- Choose the Supplier and the Items using 'Paste Special' (Ctrl-Enter/⌘-Enter). If you can't find the Supplier or Item you want, you can create it from the 'Paste Special' list using the [New] or [Duplicate] buttons. Information such as Supplier Name and Payment Terms will be brought in automatically.
- The Unit Price will be taken from the Purchase Item for the Supplier/Item combination, if there is one. Otherwise it will be taken from the Cost Price field on the 'Costs' card of the Item record.
- You can specify known or estimated Freight and Customs costs in the fields in the footer (underneath the grid), and other Extra Costs on the 'Extra Costs' card. These costs will be distributed to each Item, based on the cost value of each Item (visible on flip E), and from there will eventually be included in their value when you receive them into stock. They will not be included in the Purchase Order total, because it is possible that they will not be paid to the Supplier quoted in the Purchase Order but instead to separate companies or government departments, and therefore they should not be printed on the Purchase Order document. If you will be paying a delivery charge to the Supplier quoted in the Purchase Order and therefore want it to be printed on the document, add a delivery Item to the list of Items.
- Information for the Supplier (the Item Number given to the Item by the Supplier, the Unit used by the Supplier, and the quantity expressed in the Supplier's Unit) will be shown on flip B, taken from the Purchase Item for the Supplier/Item combination.
- To print the Purchase Order, click the Printer icon at the top of the window.
- You can easily find the Purchase Orders that are waiting for stock to arrive using the Outstanding Purchase Orders report. This is a list of unfulfilled Purchase Orders, from which you can use the drill-down feature to open individual Purchase Orders in order to create Goods Receipts.

If the Supplier sends a partial shipment and you decide not to receive the remainder, mark the Purchase Order as Closed. This will remove it from the Outstanding Purchase Orders report. Be careful when doing this as after saving you will not be able to re-open the Purchase Order.

- When the goods arrive in stock, you can create a Goods Receipt by saving the Purchase Order and then choosing 'Create Goods Receipt' from the Operations menu (with the  icon). The Goods Receipt is described in the next section.
- To create a Purchase Invoice from a Purchase Order, save it and then select 'Create Purchase Invoice' from the Operations menu. By default, you must have created at least one Goods Receipt from a Purchase Order before you can create an Invoice (you can override this using the Invoices before Goods Receipt option in the Stock Settings setting or on the 'Del. Terms' card of an individual Purchase Order).

- When looking at an individual Purchase Order, you can ascertain its Received and Invoice status in two ways—
 - i. Flip C on the 'Items' card contains three fields: Rcvd. shows the quantities of each Item on approved and unapproved Goods Receipts; Rcvd. OK shows the quantities on approved Goods Receipts; and the Invoiced figure shows the quantities on approved and unapproved Invoices. An approved Goods Receipt is one that you have confirmed to be correct and that has added the Items to stock. An approved Invoice is one that you have confirmed to be correct and that has updated the Creditor, Purchase Accruals and VAT Accounts.
 - ii. Select 'Purchase Order Status' from the Operations menu. This produces an instant screen report listing the Order, Received and Invoiced quantities for each Item. The report also lists any transactions that have already been created from the Purchase Order (e.g. Goods Receipts, Purchase Invoices, Returned Goods) with drill-down.

Back-to-Back and Stocking Orders

Enterprise by HansaWorld contains various Operations menu and Maintenance functions that you can use to create Purchase Orders for stock ("Stocking" Purchase Orders) and to satisfy Sales Orders ("Back-to-Back" Purchase Orders). If you want to use these functions, you must first have entered the following information—

- Each Item that you need to order must have a Default Purchase Item (page 67 above). This will determine the Supplier that the Item will be purchased from and the price. If necessary, specify Minimum or Normal Order Quantities in each Default Purchase Item.
- If you will be creating Stocking Orders, each Item that you need to order must have a Minimum Stock Level. You can specify this in the Item record itself, or you can specify separate Minimum Stock Levels for each Location in the Minimum Stock Levels setting in the Stock module. Locations are described below on page 123.
- If you will be using the 'Create Planned Records' Maintenance function to create Purchase Orders with appropriate dates for the Items to arrive in time for delivery (Back-to-Back Orders based on the "Just In Time" principle), you need to enter a lead time in each Default Purchase Item, and you need to choose the Date option in the Planned Delivery setting in the Sales Orders module. You should also enter Planned Delivery Dates in each Sales Order.

Use the following reports to see which Items need ordering—

Deficiency List This lists the Items with stock deficiencies. A stock deficiency occurs when the stock level after all outstanding Sales and Purchase Orders and Production Orders have been satisfied will be less than the Minimum Stock Level. This report is available in the Purchase Orders, Stock and Production modules.

Purchase Suggestion

This lists the Items with stock deficiencies and with purchasing suggestions. A purchasing suggestion takes the requirements of the Supplier into account. For example, if the Minimum Stock Level of an Item is 10 and there is only one in stock, the deficiency is nine. But if the

Supplier has a minimum order requirement of 15, the deficiency will still be nine, but the purchasing requirement will be 15. This report is available in the Purchase Orders module.

Reordering Requirements


You can use this report to analyse your purchasing requirements for the next few months, based on the average sales achieved in the past. This report is available in the Purchase Orders module.

Use one of the following functions to create Purchase Orders—

Create Purchase Orders (Sales Orders module)

Use this function to create Back-to-Back Purchase Orders.

You can activate the function using two methods—

1. Open the 'Sales Orders: Browse' window, highlight the Sales Orders that require Items to be purchased and then select 'Create Purchase Orders' from the Operations menu (with the  icon). The relevant Purchase Orders will be created.
2. Open the 'Maintenance' list from the Master Control panel in the Sales Orders module and double-click 'Create Purchase Orders'. Specify the Sales Orders for which Items are to be purchased in the subsequent window and click the [Run] button. The relevant Purchase Orders will be created.

The function will create Purchase Orders for each Item in the selected Sales Orders that has a Default Purchase Item. The Purchase Order Quantity will be the Sales Order Quantity (increased to the Minimum Order Quantity in the Default Purchase Item if necessary). Current and minimum stock levels will be ignored.

The second method offers you the Only with Suggestions option. This will cause the function to create Stocking Orders for the Items on the selected Sales Orders.

Create Purchase Orders (Purchase Orders module)

Use this function to create Stocking Purchase Orders.

You can activate the function using two methods—

1. Open the 'Purchase Orders: Browse' window and then select 'Create Purchase Orders' from the Operations menu.
2. Open the 'Maintenance' list from the Master Control panel in the Purchase Orders module and double-click 'Create Purchase Orders'.

In both cases, specify the Items to be purchased in the subsequent window and click the [Run] button. Purchase Orders will be created for every Item each Item in the specified range that has a Default Purchase Item and a stock deficiency (those where the stock balance is lower than the Minimum Stock Level, taking outstanding Sales, Purchase and Production Orders into account). The order quantity for each Item will be that required to bring the

stock balance up to the Minimum Stock Level or the Normal Order Quantity from the Default Purchase Item, whichever is the greater.

Reordering Requirements

This function will analyse your purchasing requirements for a specified future period based on average monthly sales achieved in the past. It then uses that analysis to create Purchase Orders for the stock to be sold in that future period. If you would like to see the Items and quantities that will be ordered, print the Reordering Requirements report before running the function. The quantities that will be ordered are shown in column 11 in the report and will be sufficient to bring each Item up to its Minimum Stock Level, taking outstanding Sales, Purchase and Production Orders and the predicted sales into account.

To activate this function, open the 'Maintenance' list from the Master Control panel in the Purchase Orders module and double-click 'Reordering Requirements'. Specify the Items to be purchased in the subsequent window and click the [Run] button.

Create Planned Records

If you have entered Planned Delivery Dates in your Sales Orders and Lead Times in your Default Purchase Items, you can use the 'Create Planned Records' function to create Purchase Orders with future dates calculated so that the Items will arrive just in time for Delivery.

There are two variations of this function. To activate them, open the 'Maintenance' list from the Master Control panel in the Sales Orders module and double-click of the following options—

Create Planned Records

Allows you to specify the Items that you wish to be included on future Purchase Orders.

Create Planned Records from Orders


Allows you to specify the Sales Orders whose Items are to be included on future Purchase Orders.

After using any of these functions, you can print the new Purchase Orders in a single batch, either using the [Documents] button in the Master Control panel in the Purchase Orders module or by highlighting them in the 'Purchase Orders: Browse' window and selecting 'Print' from the File menu. If you used the 'Create Planned Records' function, you can sort the 'Purchase Orders: Browse' window by Trans. Date and print the appropriate Purchase Orders daily.

Goods Receipts





The Goods Receipt register receives Items into stock, updating both stock levels and the Nominal Ledger stock valuation.

You can use one of the following methods to create Goods Receipts—

- i. Open a Purchase Order and select 'Create Goods Receipt' from the Operations menu (with the  icon). Use the Purchase Order Stock report to find and open the Purchase Orders whose goods you have not yet received.
- ii. Highlight a Purchase Order in the 'Purchase Orders: Browse' window and select 'Create Goods Receipt' from the Operations menu.
- iii. Enter a Goods Receipt directly to the Goods Receipt register in the Stock module. Usually you should only use this method when there is no Purchase Order, and when the Supplier has combined more than one Purchase Order on the same shipment. If there is a Purchase Order, you can use this method, but methods (i) and (ii) above will ensure with less user intervention that a Goods Receipt will always be connected to a Purchase Order. This in turn will ensure the accuracy of the Outstanding Purchase Orders, Purchase Order Status and Purchase Orders Accrual reports, as well as ensuring you receive the Items into stock with the agreed prices.

Demo: Goods Receipt: Inspect

File Edit Record Window Info

< >    New Duplicate Cancel Save 

No. 16 Name UK Trading Company Ltd

Supplier 503 ☐ OK ☐ Price Incl. VAT

Terms Items Currency Extra Costs Freight Comment

Trans. Date 10/01/2014 Objects Purch. Order Class

Location WHS Purch. Order No. 17 Language

Route Purch. Contract Customs Number

Scan Barcode

| Item | Qty | Unit | Description | Unit Price | Cost Price | Sum | |
|---------|-----|------|--------------|------------|------------|--------|---|
| 1 10104 | 20 | PCS | Loudspeakers | 8.00 | 8.00 | 160.00 | A |
| 2 | | | | | | | B |
| 3 | | | | | | | C |
| 4 | | | | | | | D |
| 5 | | | | | | | E |
| 6 | | | | | | | F |
| 7 | | | | | | | G |
| 8 | | | | | | | H |
| 9 | | | | | | | I |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | | | | | | | |
| 13 | | | | | | | |

Total Qty 20 Freight 0 VAT 32.00 Subtotal 160.00

Customs 0 Ext. Tax 0.00 TOTAL 192.00

Notes

- If you created the Goods Receipt from a Purchase Order, the Supplier, Item and pricing information will be copied from there. You cannot add new Items as you can only receive what was on the Order. You can remove Items or reduce the quantity if you did not receive everything that you

ordered. By default, you cannot receive a greater quantity than you ordered (you can override this using the Allow Over Receiving option in the Stock Settings setting).

- Specifying a Supplier and Items in a new Goods Receipt and the pricing of Items are as described for Purchase Orders in the previous section.
- If Supplier combines more than one Purchase Order on the same shipment, enter a new Goods Receipt directly to the Goods Receipt register and then go to flip I of the grid. Enter the appropriate Purchase Order Number in the PO No. field, using 'Paste Special' if necessary. The Purchase Order must be approved (OKed). Press Tab or Enter to move the insertion point into the PO Row field. If you want to include the entire Purchase Order in the Goods Receipt, press Tab or Enter again. All unreceived rows from the Purchase Order will be copied to the Goods Receipt. If you only want to include part of the Purchase Order, you can either bring in the entire Purchase Order and remove the rows you don't need, or you can enter a reference to the Row Number of the Purchase Order row that you need. Enter 0 to refer to Purchase Order row 1, enter 1 to refer to Purchase Order row 2, and so on. Repeat the process on the first empty row for the second Purchase Order.
- You can specify known or estimated Freight and Customs costs in the fields in the footer (underneath the grid), and other Extra Costs on the 'Extra Costs' card. If you created the Goods Receipt from a Purchase Order, these costs will be copied from there. These costs will be distributed to each Item, based on the cost value of each Item (visible on flip H), and from there will be added to their stock value.
- When you are sure the Goods Receipt is correct, mark it as OK using the check box in the top right-hand corner and save it. All Stocked Items in the Goods Receipt will be added to stock. You will no longer be able to modify the Goods Receipt. This process is known as "approving" or "OKing" the Goods Receipt.

When you approve ("OK") a Goods Receipt in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Purchase Accruals Account


Taken from the Item Group, or from the Account Usage Stock setting.

Stock Account

Taken from the Location, the Item Group or from the Account Usage Stock setting.

In both cases, if you want the Accounts to be taken from the Item Group, use the Use Item Groups for Cost Accounts option in the Cost Accounting setting in the Stock module.


If the Goods Receipt includes Freight, Customs or other Extra Costs, these will be added to the debit posting to the Stock Account and credited to the relevant Accruals Accounts that you have specified in the Account Usage Stock setting.

- To create a Purchase Invoice from a Goods Receipt, approve (OK) and save it and then choose 'Create Purchase Invoice' from the Operations menu (with the  icon). Please refer to the next section for details about creating Purchase Invoices from Purchase Orders and Goods Receipts.

- If you need to return an Item to its Supplier, open the Goods Receipt and choose 'Create Returned Goods' from the Operations menu. Depending on the stock valuation method you are using, you may also be able to do this from the Purchase Order. When you approve (OK) the Returned Goods to Supplier record, the Item will be removed from stock and the Nominal Ledger stock valuation will be updated. If you have already received and entered an Invoice, you can create a Credit Note from the Returned Goods to Supplier record.

Purchase Invoices

When you receive a Purchase Invoice, you can enter it in several ways—

- i. Open a Purchase Order and select 'Create Purchase Invoice' from the Operations menu (with the  icon). Usually you must have received at least one approved Goods Receipt from an Order before you can create an Invoice, and only the received Items will be included in the Invoice. If you have an Order open, go to flip C and compare the Rcvd. OK and Invoiced figures to see what should be included on the Invoice.
- ii. Highlight a Purchase Order in the 'Purchase Orders: Browse' window and select 'Create Purchase Invoice' from the Operations menu.
- iii. Open an approved Goods Receipt and select 'Create Purchase Invoice' from the Operations menu. You can use this method in preference to (i) or (ii) above if—
 - The Goods Receipt is not related to a Purchase Order.
 - The Supplier included several Purchase Orders in one shipment and then in a single Invoice. If there are separate Invoices, use methods (i) or (ii).
 - You need to create a Purchase Invoice for the exact quantity on the Goods Receipt, even if you later returned some or all of the Items to the Supplier. If you use methods (i) or (ii), the Purchase Invoice will be for the quantity that you retained.

If you need to create separate Invoices for Customs, Freight and/or other Extra Costs, use methods (i) or (ii).

- iv. Enter a Purchase Invoice directly to the Purchase Invoice register in the Purchase Ledger.

Demo: Purchase Invoice: Inspect

File Edit Record Window Info

< > [Icons] New Duplicate Cancel Save [Icon]

No. 19 Name UK Trading Company Ltd [Icon]

Supplier 503 Hold Amount _____ [OK]

TOTAL 192.00 VAT _____

Terms Costs Currency Comment Accounts Inv. Address

Invoice Date 10/01/2014 Supp. Inv. No. _____ Receiving Date _____ ☐ On Hold

Payment Terms 30 Signers _____ Discount Date _____ ☐ Prel. Booking

Transaction Date 10/01/2014 Objects _____ Sett. Discount _____

Due Date 09/02/2014 Reference _____ Credit of Invoice _____

| A/C | Objects | Short. | Description | Amount | V-Cd | |
|-------|---------|--------|-----------------------------|--------|------|---|
| 1 820 | AUDIO | | Purchase Accruals, Domestic | 160.00 | 1 | A |
| 2 | | | | | | B |
| 3 | | | | | | C |
| 4 | | | | | | D |
| 5 | | | | | | E |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |

Currency GBP Withh. Tax _____ Ext. Tax _____ Calculated VAT 32.00

Notes

- If you create a Purchase Invoice from a Purchase Order or Goods Receipt, the Purchase Invoice cannot be an exact copy of the originating record, because it is based on Accounts not Items. The conversion from Purchase Order or Goods Receipt is controlled by the Purchase Order Item Transfer Control options in the Purchase Invoice Settings setting.
- In a new Purchase Invoice, choose the Supplier and the Accounts using 'Paste Special' (Ctrl-Enter/~~Alt~~-Enter). If you can't find the Supplier or Account you want, you can create it from the 'Paste Special' list using the [New] or [Duplicate] buttons. Information such as Supplier Name and Payment Terms will be brought in automatically. A Cost Account will also be added to the first row if you have specified one for the Supplier.
- The Purchase Invoice Number (19 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Purchase Invoice for the first time. Enter the Supplier's number for the Purchase Invoice in the Supp. Inv. No. field.

- Enter the total value of the Purchase Invoice including VAT in the TOTAL field towards the top of the window. This figure acts as a control total. Before you can save the Purchase Invoice, this figure must equal one of the following, depending on the Zone of the Supplier—

Domestic, Inside EU (Post VAT) and Outside EU (Post VAT)

The sum of the Amounts of the rows plus VAT (each row has its own VAT Code).

Inside EU

The sum of the Amounts of the rows.

Outside EU

The sum of the Amounts of the rows. No VAT is calculated in this case.

- As you add rows to a Purchase Invoice, the Calculated VAT field in the footer will be updated with the total VAT value, calculated using the Amounts and VAT Codes in each row. If the total VAT amount on the Supplier's Invoice is different to the figure in the Calculated VAT field, enter that figure in the VAT field immediately to the right of the TOTAL field. This serves two purposes—
 1. As mentioned in the description of the TOTAL field immediately above, if the Purchase Invoice is in the Domestic, Inside EU (Post VAT) or Outside EU (Post VAT) Zones, you will only be able to save it if the TOTAL is the same as the sum of the Amounts of the rows plus VAT. The VAT figure in this equation will be the figure in this field or, if this field is empty, in the Calculated VAT field.
 2. The total figure posted to the VAT Input Account(s) will be the figure in this field or, if this field is empty, in the Calculated VAT field.

If you have entered VAT figures in the VAT fields on flip C of each row, the total of those figures will be placed in this field. Therefore, in a multi-row Invoice, you should not just use the VAT field on flip C in a single row, you should use it in every row (or none), so that this total figure is correct. The field on flip C therefore gives you greater control over the VAT amounts posted to the VAT Input Account from each row. You can only enter a figure in the VAT field on flip C if you are using the Set VAT Value on Purchase Invoice option in the Account Usage P/L setting.

- As an easy way to enter the Amount in the last Purchase Invoice row, move the insertion point to the field as normal and then press the Return or Enter key. The correct amount to balance the Purchase Invoice will be brought in for you.
- The Supplier's bank account details will be shown on the 'Accounts' card, brought in from their Contact record. This information will be used if you need to send an electronic payment to the Supplier for the Purchase Invoice.
- When you are sure the Purchase Invoice is correct, mark it as OK using the check box in the top right-hand corner and save it. You will no longer be able to modify the Invoice. This process is known as "approving" or "OKing" the Purchase Invoice.


When you approve ("OK") a Purchase Invoice in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Creditor Account Taken from the Supplier itself ('Accounts' card), its Supplier Category (or Customer Category if the Supplier does not belong to a Supplier Category) or from the Account Usage P/L setting, and shown on the 'Comment' card of the Invoice. If the Payment Terms of the Invoice are Cash, the Cash Account from the Payment Term record will be used instead.

Cost or Purchase Accrual Account

Taken from each Purchase Invoice row. If the Purchase Invoice was created from a Purchase Order or Goods Receipt, these Accounts will be controlled by the Purchase Order Item Transfer Control options in the Purchase Invoice Settings setting.

VAT Account Taken from the VAT Code shown in each Purchase Invoice row.

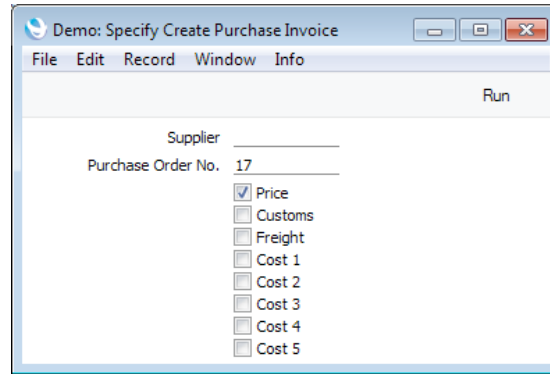
- If you need to credit a Purchase Invoice, open it and choose 'Create Credit Note' from the Operations menu (with the  icon). A new Purchase Invoice will be created, using a Credit Note Payment Term, thus making it a Credit Note. The Credit of Invoice field in the Credit Note will contain the Invoice Number of the Invoice being credited. Change the quantities or prices as appropriate and approve in the usual way. You can only create a Credit Note from a Purchase Invoice that has been approved.
- A Purchase Order, its Goods Receipts and its Purchase Invoices will all be connected to each other automatically through the Attachments feature. If you have one of these records open, you can easily open the connected records by clicking the [Attachments] button (with the paper clip icon) in the top right-hand corner and double-clicking in the subsequent list.

Extra Costs

Usually when you select the 'Create Purchase Invoice' option from a Purchase Order, the Purchase Invoice will only contain the Items that you ordered and received. It will not include any of the Freight, Customs and Extra Costs that you may have specified in the Purchase Order. You will need to enter Purchase Invoices for these costs yourself directly to the Purchase Invoice register, posting to the relevant Accruals Accounts.

It is possible to create Purchase Invoices for these costs from a Purchase Order. This offers two advantages. First, the Extra Cost Invoices will be connected to the Purchase Order. Second, it allows you to account for any variances between estimated and actual Extra Costs. Variances are described in the full 'Stock Module' manual. If you would like to create Purchase Invoices for Extra Costs from Purchase Orders, use the Extra Costs Invoices from Different Suppliers option in the Purchase Order Settings setting. You should also use the Transfer Each Item Separately option in the Purchase Invoice Settings setting and you should also specify Accrual Accounts for Freight, Customs and each of the Extra Costs in the Account Usage Stock setting.

If you are using this option, when you select the 'Create Purchase Invoice' option from a Purchase Order, the following window will open—



Proceed as follows, depending on what has been included in the paper Purchase Invoice—

- If the Purchase Invoice includes the Item(s) on the Purchase Order, leave the Supplier field empty (the Supplier will be taken from the Purchase Order). If the Invoice includes any of the Extra Costs as well, leave the Price box ticked and tick other boxes as appropriate. Then, click the [Run] button.
- If the Purchase Invoice does not include the Item(s) on the Purchase Order (i.e. it is for one or more of the Extra Costs only), specify the Supplier using 'Paste Special', tick the Extra Costs boxes as appropriate, remove the tick from the Price box and click the [Run] button.

When you click the [Run] button, a Purchase Invoice will be created. If you kept the Price box ticked, the Purchase Order Items will be included in the Invoice as described in the previous section. If you ticked any of the Extra Cost boxes, the relevant Extra Costs will be included as well, posting to the appropriate Accrual Accounts specified in the Account Usage Stock setting. The VAT Codes determining how VAT will be calculated for these Extra Costs will be taken from the 'VAT' card of the Account Usage P/L setting.

Since it is possible that you will receive separate Invoices for the Item(s) and the Extra Costs, possibly from different Suppliers, you can return to the Purchase Order to create the various Invoices at any time. You will not be able to create more than one Invoice for the Item(s).

Aged Creditors Report and Credit Management

Before you can produce an Aged Creditors report, you should configure your ageing periods, as described above on page 79. Then, ensure you are in the Purchase Ledger and produce a Purchase Ledger report, choosing the Aged or Aged Detailed option (on the centre right)—


The Aged option produces a report summarising your debt to each Supplier, showing how much is owing in each ageing period. Use the Aged based on Invoice Date option on card 2 of the report specification window to specify whether the ageing calculation is to start from the Due Date of an Invoice (the default), its Invoice Date or its Transaction Date.

If you need more detail, you can use the Open Invoice Supplier Statement or Periodic Customer Statement reports, both in the Purchase Ledger. The Open Invoice Supplier Statement is a list of outstanding Invoices, while the Periodic Supplier Statement lists all Invoices and Payments received and issued during a specified period.

Payments

When you issue a payment to a Supplier, you should record it in the Payment register in the Purchase Ledger.

You can create Payments in two ways—

- i. Open the 'Payments: Browse' window and choose 'Create Payments Suggestion' from the Operations menu (with the  icon). This function will find the Purchase Invoices that are due for payment and create appropriate Payment records. These Payments will not be ordered or approved, so you can check them to make sure they are correct before authorising them.
- ii. Enter a Payment directly to the Payment register in the Purchase Ledger.

The screenshot shows a software window titled "Demo: Payment: Inspect". It has a menu bar with "File", "Edit", "Record", "Window", and "Info". Below the menu is a toolbar with icons for settings, print, and save, along with buttons for "New", "Duplicate", "Cancel", and "Save".

The form contains the following fields:

- No. 7
- Payment Date 09/02/2014
- Trans. Date 09/02/2014
- Ordered ☐
- Payment Mode Q
- Own Bank A/C Current A/c
- Sort Code 11-22-33
- OK ☐
- Reference
- ☒ Supp. Info on Trans.
- Language
- Comment NatWest


Below the form are two tabs: "Payments" and "Bank". The "Payments" tab is active, showing a table with the following columns: Invoice No., Supplier, Text, B. Cur., Bank Amount, S. Cur., and Sent Value. The table has 17 rows. The first row is populated with: 1, 19, 503, UK Trading Company Ltd, GBP, 192.00, GBP, 192.00. The other rows are empty. To the right of the table is a vertical scroll bar with letters A through J.

At the bottom of the window, there are two fields: "Currency GBP" and "Withdrawn 192.00".

Notes

- The Payment Number (7 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Payment for the first time.
- Choose a Payment Mode using 'Paste Special' (Ctrl-Enter/⌘-Enter). The Payment Mode is the method of payment (e.g. cheque, credit card or cash). It determines the Nominal Ledger Account that will be credited by the Payment. For example, if you have more than one bank account, having a separate Payment Mode for each one will allow you to issue funds from the relevant account.
- Use the grid to list the Invoices being paid. When you enter an Invoice Number (using 'Paste Special' if you need to), the outstanding amount will be placed in the Bank Amount and Sent Value fields.
- In the case of a partial payment, enter the amount paid in the Sent Value field. You should not change the Bank Amount, because this will be treated as an exchange rate difference.
- You can issue payment against several Invoices in a single Payment record. While you can record every payment issued in a single day in a single Payment record, irrespective of Currency and of Payment Mode, it is recommended that you should use separate Payment records to represent each cheque issued, or each credit transfer transaction. This will help with the process of bank reconciliation. Reconciliation is described below on page 109.
- If your input VAT claim is calculated from your Payments, not from your Purchase Invoices (Cash VAT scheme in the UK), before entering a Payment you should choose the Post Payment VAT and Post Prepayment

VAT options in the Account Usage P/L setting and update the VAT Codes setting by specifying I/P Accounts. After doing this, the VAT Code and VAT Value will be brought in to the fields on flip E automatically when you enter an Invoice Number (the VAT Code comes from the first row of the Invoice).

- If there will be a bank charge associated with the Payment, you can proceed using one of two methods. If you want to attach the charge to a particular row on the Payment, enter it in the Bank Fee field on flip I. If you want to attach the charge to the entire Payment, use the 'Add Fee' function on the Operations menu (with the  icon). A new row will be created, containing the phrase "Fee". Enter the Bank Fee figure in the right-hand Amount field.
- When you are sure the Payment is correct, mark it first as Ordered and then as OK using the check boxes in the top right-hand corner and save it. The two check boxes are provided to allow for the delay between the issuing of a Payment and the clearing of the funds from your company's bank account. Ticking the Ordered box indicates that you have issued a Payment, while ticking the OK box indicates that the funds have been cleared. You must therefore tick the Ordered box before the OK box.

When you save an Ordered Payment, the Invoice(s) being paid will no longer be treated as open, even if the OK box is not ticked.

If, once a Payment has been issued, it transpires that the funds are not cleared from your company's bank account (perhaps because the cheque bounced or was lost), highlight each row in the Payment in turn by clicking the row number. Then, press the Backspace key. A red line will be drawn through the row, re-opening the Purchase Invoice(s).

After marking a Payment as OK and saving it, you will no longer be able to modify the Payment. This process is known as "approving" or "OKing" the Payment.

When you approve ("OK") a Payment in this way, a Nominal Ledger Transaction will be created automatically, posting to the following Accounts—

Creditor Account Taken from the 'Comment' card of the Purchase Invoice(s) being paid.

Bank or Cash Account

Taken from the Payment Mode.

If you are using the Post Payment VAT option described above, there will also be a posting to a VAT Account (the I/P Account for the relevant VAT Code).

If you used the 'Add Fee' function to add a bank charge to the Payment or entered a bank charge to the Bank Fee field on flip I, the bank charge will be posted to the Bank Fee Account specified in the Account Usage P/L setting, while the Sent Value plus the bank charge will be posted to the Bank Account from the Payment Mode.

- To print the Payment, click the Printer icon at the top of the window. Depending on how you have designed your Payment Form, this will usually cause a Remittance Advice to be printed, possibly with cheque attached.

You can also enter a Payment using flip E of a Nominal Ledger Transaction, as described below on page 101.

For More Information

Please click for more details about—

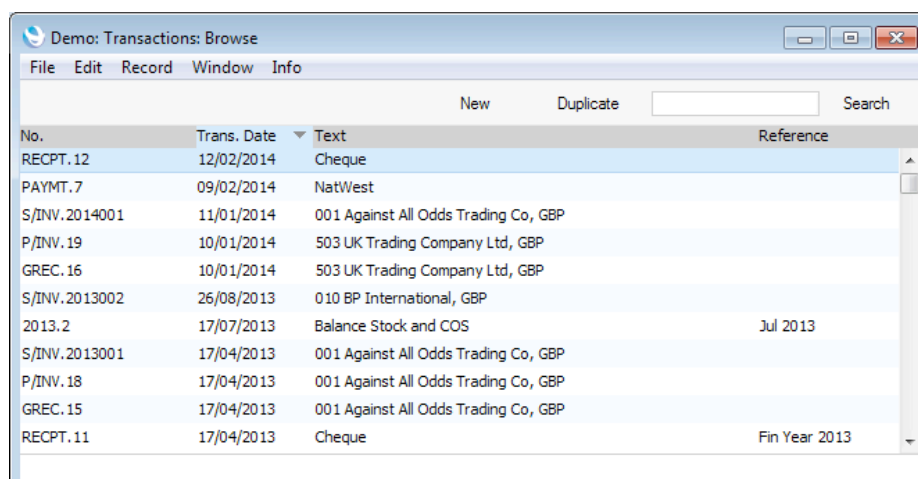
- [Account Usage P/L](#) (use this setting to choose the Accounts that will be used as defaults in various situations)
- [Payment Terms](#)
- [Payment Modes](#)
- [VAT Codes](#)
- [Purchase Invoice Settings](#) (controls conversion from Purchase Order/Goods Receipt to Purchase Invoice)
- [Full details of the Purchase Order record](#)
- [Full details of the Goods Receipt record](#)
- [Full details of the Purchase Invoice record](#)
- [Full details of the Payment record](#)
- [Crediting Purchase Invoices](#)
- [Prepayments and On Account Payments](#) (e.g. deposits, payments without Invoices)
- [Printing Remittance Advices and Cheques](#) (printing Payment amounts in words)
- [Variances](#)

Working in the Nominal Ledger (Journal Entries)

You should record every accounting event as a separate Transaction in the Transaction register. Depending on the nature of an individual Transaction, you can enter it directly to the Transaction register yourself, or it can be created remotely from the Sales and Purchase Ledgers (as described in the 'Sales Process' and 'Purchase Process' sections above) or the Stock module. Records that can cause Transactions to be created (e.g. Invoices, Purchase Invoices, Receipts, Payments) are termed "Sub System Records" or "Sub System Transactions" in this manual.



Nominal Ledger Transactions (Journal Entries)

Journal Entries or Journal Postings are known as "Nominal Ledger Transactions" or "Transactions" in Enterprise by HansaWorld. To work with Transactions, ensure you are in the Nominal Ledger and click the [Transactions] button in the Master Control panel. The 'Transactions: Browse' window is opened, showing a list of Transactions already entered.



| No. | Trans. Date | Text | Reference |
|----------------|-------------|--------------------------------------|---------------|
| RECPT. 12 | 12/02/2014 | Cheque | |
| PAYMT. 7 | 09/02/2014 | NatWest | |
| S/INV. 2014001 | 11/01/2014 | 001 Against All Odds Trading Co, GBP | |
| P/INV. 19 | 10/01/2014 | 503 UK Trading Company Ltd, GBP | |
| GREC. 16 | 10/01/2014 | 503 UK Trading Company Ltd, GBP | |
| S/INV. 2013002 | 26/08/2013 | 010 BP International, GBP | |
| 2013. 2 | 17/07/2013 | Balance Stock and COS | Jul 2013 |
| S/INV. 2013001 | 17/04/2013 | 001 Against All Odds Trading Co, GBP | |
| P/INV. 18 | 17/04/2013 | 001 Against All Odds Trading Co, GBP | |
| GREC. 15 | 17/04/2013 | 001 Against All Odds Trading Co, GBP | |
| RECPT. 11 | 17/04/2013 | Cheque | Fin Year 2013 |

Transactions that you have entered directly to the Transaction register are shown with their Transaction Numbers preceded by the financial year: the Transaction numbered 2013.2 in the illustration is an example of this. The characters representing the financial year are taken from the Fiscal Years setting in the Nominal Ledger. Transactions that have been created from a Sub System are shown with their Transaction Numbers preceded by a code depending on their nature. For example, a Transaction generated from a Sales Invoice will have a Transaction Number that is the same as its Invoice Number, and will be shown in the browse window with a prefix of S/INV.

To create a new Transaction, click the [New] button above the list or use the Ctrl-N/-N keyboard shortcut. Alternatively, highlight a Transaction similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/-Y).

Demo: Transaction: Inspect

Info File Edit Record Window Info File Edit Record Window Info

< > [Settings] [Print] [Export] New Duplicate Cancel Save

No. 1 Trans. Date 03/01/2014 Reference _____

Text Purchase 20% VAT

| | Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|----|---------|---------|-----------------------|------------------------|--------------|---------------|------|
| 1 | 355 | | Advertising | | 123.40 | | 1 |
| 2 | 831 | | VAT Inputs Receivable | | 24.68 | | |
| 3 | 700 | | Bank Current Account | | | 148.08 | |
| 4 | | | | | | | |
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Difference Base 1 0.00 Total 148.08 148.08

Difference Base 2 0.00 Total 165.42 165.42

Notes

- The Transaction Number (1 in the illustration) will be generated automatically. In a multi-user system, this field will remain empty until you save the Transaction for the first time. Don't worry about the prefix representing the financial year: this is not included in the Transaction Number field. For example, Transaction 1 dated 3/1/2014 in the illustration will automatically be shown as 2014.1 in the 'Transactions: Browse' window.
- Use the grid area to enter the postings that you wish to make to each Account. The Transaction must balance before you can save it. If it does not balance, there will be a figure in the Difference Base 1 field.
- Use 'Paste Special' to choose the Accounts, Objects and VAT Codes. Please refer to page 113 below for details about Objects.
- Take care to make sure the Transaction is correct before saving. After saving, you will not be able to change it. Please refer to the 'Corrections' section below on page 102 for details about correcting mistakes.
- If you have a number of Transactions to enter quickly at one sitting, you can use the automatic balancing function. This requires the last line in the Transaction to be a credit. After choosing the Account in the last row, move the insertion point to the Base 1 Credit field as normal, and then press the Return or Enter key. The correct credit amount to balance the entry will be brought in for you. If you press Return or Enter again, the Transaction will be saved, closed and committed to the Nominal Ledger, and a new, empty, Transaction will be opened.

Receipts and Payments

This section describes using flip E of a Transaction to receive a payment from a Customer against a Sales Invoice or to issue a payment to a Supplier. In other words, you can use flip E of a Transaction instead of entering Receipts and Payments. Follow these steps—

1. Create a new Transaction and enter the correct Date and appropriate Text.
2. Go to flip E and enter “C” (for “Customer”) in the T (Type) field if you are registering a Receipt (against a Sales Invoice) or “S” (for “Supplier”) if you are registering a Payment (against a Purchase Invoice).
3. Enter the Number of the Sales or Purchase Invoice being paid in the Ser. No. field. You must do this before you can save the Transaction. Use 'Paste Special' to choose from a list of open Sales or Purchase Invoices (Sales or Purchase Invoices that are partially or wholly outstanding). When you press the Tab or Enter key, its Customer or Supplier Number will appear in the Company field, its Due Date and appropriate Debtor or Creditor Account will be brought in, and the outstanding amount will be placed in the Credit (Sales Invoice) or Debit (Purchase Invoice) field.
4. On the next line, enter the Bank or Cash Account that will receive or send the payment and the Debit or Credit value. Leave “M” (the default value) in the T (Type) field.

An example Receipt against a Sales Invoice entered using flip E of the Transaction window is shown below.

The screenshot shows the 'Demo: Transaction: Inspect' window. The menu bar includes Info, File, Edit, Record, Window, and Info. The toolbar has icons for navigation and actions like New, Duplicate, Cancel, and Save. The transaction details are as follows:

- No. 3
- Trans. Date 04/01/2014
- Reference
- Text

| T | Ser. No. | Due Date | Company | Description | Additional Descrip | Account | Debit | Credit | V-Cd |
|----|----------|----------|------------|-------------|---------------------------------|---------|--------|--------|------|
| 1 | C | 2013003 | 05/01/2014 | 001 | 2013003 001 Against All Odds Tr | 750 | | 779.76 | |
| 2 | M | | | | Bank Current Account | 700 | 779.76 | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
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Summary:

- Difference Base 1: 0.00
- Difference Base 2: 0.00
- Total: 779.76 (Debit), 779.76 (Credit)
- Total: 871.05 (Debit), 871.05 (Credit)

- Flip E is particularly useful when a company is both a Customer and Supplier and you need to set their Sales and Purchase Invoices against each other (a "contra" transaction). If the values of the Sales and Purchase Invoices are not the same, the Invoice with the lower amount will be fully paid off, while the other will be partially paid off, so it will continue to be treated as open. In the example shown below, a Sales Invoice issued to Customer 001 has been set against a Purchase Invoice received from Supplier 503—

Demo: Transaction: Inspect

Info File Edit Record Window Info File Edit Record Window Info

No. 4 Trans. Date 04/01/2014 Reference

Text

| T | Ser. No. | Due Date | Company | Description | Additional Descrip | Account | Debit | Credit | V-Cd |
|----|----------|----------|------------|-------------|---------------------------------|---------|--------|--------|------|
| 1 | C | 2013004 | 05/01/2014 | 001 | 2013004 001 Against All Odds Tr | 750 | | 229.14 | |
| 2 | S | 20 | 02/02/2014 | 503 | 20 503 UK Trading Company Ltd | 800 | 229.14 | | |
| 3 | | | | | | | | | |
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Difference Base 1 0.00 Total 229.14 229.14

Difference Base 2 0.00 Total 255.97 255.97

Corrections

After saving a Transaction, you will not be able to change it. If you discover after saving a Transaction that it contains an error, follow one of the procedures described in this section.

As an example, assume that you have entered the wrong VAT value, and that you find out only after entering the Transaction.

- Highlight the Transaction containing the error in the 'Transactions: Browse' window and click [Duplicate].

This creates a copy of the faulty Transaction. First you want to remove the error.

- Select 'Swap Debit & Credit' from the Operations menu (with the icon). This takes the existing Transaction rows and reverses them (what were Credit amounts become Debits). This action thus cancels out the original, erroneous, Transaction.
- Then select 'Correction Mark' from the same menu. This will add a new line where you can enter the Transaction Number (journal number) of the Transaction containing the error as a cross-reference. Note: do not save the Transaction before selecting 'Correction Mark'.
- Enter the Transaction Number of the transaction to be corrected (including the financial year prefix) in the new row, and then in the following rows make new, correct, entries as in the illustration on the next page.

Demo: Transaction: New

File Edit Record Window Info

No. 6 Trans. Date 05/01/2014 Reference

Text Purchase Office Material

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|---------|----------------------------------|-----------------------|------------------------|--------------|---------------|------|
| 1 430 | | Stationery Costs | | | 25.00 | 1 |
| 2 440 | | Gen Office Exps | | | 6.00 | 1 |
| 3 440 | | Gen Office Exps | | | 3.20 | 1 |
| 4 831 | | VAT Inputs Receivable | | | 5.99 | |
| 5 700 | | Bank Current Account | | 40.19 | | |
| 6 | Correction to Transaction 2014.5 | | | | | |
| 7 430 | | Stationery Costs | | 25.00 | | 1 |
| 8 440 | | Gen Office Exps | | 9.20 | | 1 |
| 9 831 | | VAT Inputs Receivable | | 6.84 | | |
| 10 700 | | Bank Current Account | | | 41.04 | |
| 11 | | | | | | |
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Difference Base 1 0.00 Total 81.23 81.23
Difference Base 2 0.00 Total 90.74 90.74

Click [Save] when you have finished. The new Transaction will be saved, and the old Transaction will automatically be marked as having been corrected, as shown in the following illustration—

Demo: Transaction: Inspect

File Edit Record Window Info


No. 5 Trans. Date 05/01/2014 Reference

Text Purchase Office Material

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|---------|---|-----------------------|------------------------|--------------|---------------|------|
| 1 430 | | Stationery Costs | | 25.00 | | 1 |
| 2 440 | | Gen Office Exps | | 6.00 | | 1 |
| 3 440 | | Gen Office Exps | | 3.20 | | 1 |
| 4 831 | | VAT Inputs Receivable | | 5.99 | | |
| 5 700 | | Bank Current Account | | | 40.19 | |
| 6 | Corrected by Transaction 2014.6 Reg.Date 05/01/2014 | | | | | |
| 7 | | | | | | |
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Difference Base 1 0.00 Total 40.19 40.19
Difference Base 2 0.00 Total 44.89 44.89

A second method that you can use to correct mistakes emulates the one used in manual ledgers, where errors are often corrected or eliminated by striking a line (sometimes in red ink) across the entry.

1. In the 'Transactions: Browse' window, find and double-click the old Transaction you want to change. Select 'Update Mark' from the Operations menu (with the  icon). A new line is added in the Transaction, showing your Signature (i.e. log-in ID) and the original date of the Transaction.

- You will now want to cancel - draw a (red) line across - the faulty row. Highlight the row by clicking the number to the left of the row. Press the Backspace key to draw the correction line across the row. Then you can enter the correct information. Save in the normal way.

The screenshot shows a software window titled "Demo: Transaction: Update". It has a menu bar (File, Edit, Record, Window, Info) and a toolbar with icons for settings, print, and search. Below the toolbar, there are fields for "No. 7", "Trans. Date 06/01/2014", and "Reference". A "Text" field is also present. The main area is a table with columns: Account, Objects, Description, Additional Description, Base 1 Debit, Base 1 Credit, and V-Cd. The table contains several rows of data, with row 4 highlighted in red and a red line drawn across it. The bottom of the window shows summary fields for "Difference Base 1", "Difference Base 2", and "Total".

| | Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|----|-----------|---------|----------------------------|------------------------|--------------|---------------|------|
| 1 | 604 | | FA - Cost of Fixt/Fittings | | 247.00 | | 1 |
| 2 | 451 | | Carrier Charges | | 20.00 | | 1 |
| 3 | 831 | | VAT Inputs Receivable | | 53.40 | | |
| 4 | 720 | | Petty Cash | | | 320.40 | |
| 5 | Signature | SJ | Old Trans. Date | 06/01/2014 | | | |
| 6 | 700 | | Bank Current Account | | | 320.40 | |
| 7 | | | | | | | |
| 8 | | | | | | | |
| 9 | | | | | | | |
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Summary fields at the bottom:

| | | | | |
|-------------------|------|-------|--------|--------|
| Difference Base 1 | 0.00 | Total | 320.40 | 320.40 |
| Difference Base 2 | 0.00 | Total | 357.91 | 357.91 |

- If the error is in the header area of the Transaction (i.e. the Transaction Date is wrong), you can again use the 'Update Mark' function to correct it. Select the function and change the date as appropriate. There is no need to use the 'Update Mark' function to change the Text or the Reference.

If you discover an error in a Transaction that falls within a closed month, you cannot correct it using 'Update Mark'. This is because 'Update Mark' modifies the Transaction and attempts to save it using the original Transaction Date. This falls in a period when modifications are not permitted. Therefore, the only way you can correct such a Transaction is by using the 'Correction Mark' function to create a new, correcting, Transaction whose Transaction Date must fall within an open month. To close a month, use the Locking setting in the System module: please refer to the 'Periods and Locking' section below on page 112 for full details.

Simulations

As you cannot alter or remove Transactions after you have saved them, you may prefer to enter simulated transactions that you can convert to "actual" Transactions when you are sure they are correct. Simulated transactions are similar to standard Transactions, with the difference that you can remove or alter them. Most reports in the Nominal Ledger allow you to include or exclude simulated transactions. This also allows you to try different alternatives in the business e.g. to test the outcome of different depreciation calculations on the result of the company.

To work with Simulations, ensure you are in the Nominal Ledger and click the [Simulations] button in the Master Control panel. The 'Simulations: Browse' window is opened, showing a list of Simulations already entered. To create a new Simulation, click the [New] button above the list or use the Ctrl-N/⌘-N

keyboard shortcut. Alternatively, highlight a Simulation similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

Demo: Simulation: Inspect

File Edit Record Window Info

< > [Settings] [Print] [Save] New Duplicate Cancel Save

No. 3 Trans. Date 31/01/2014 Reference

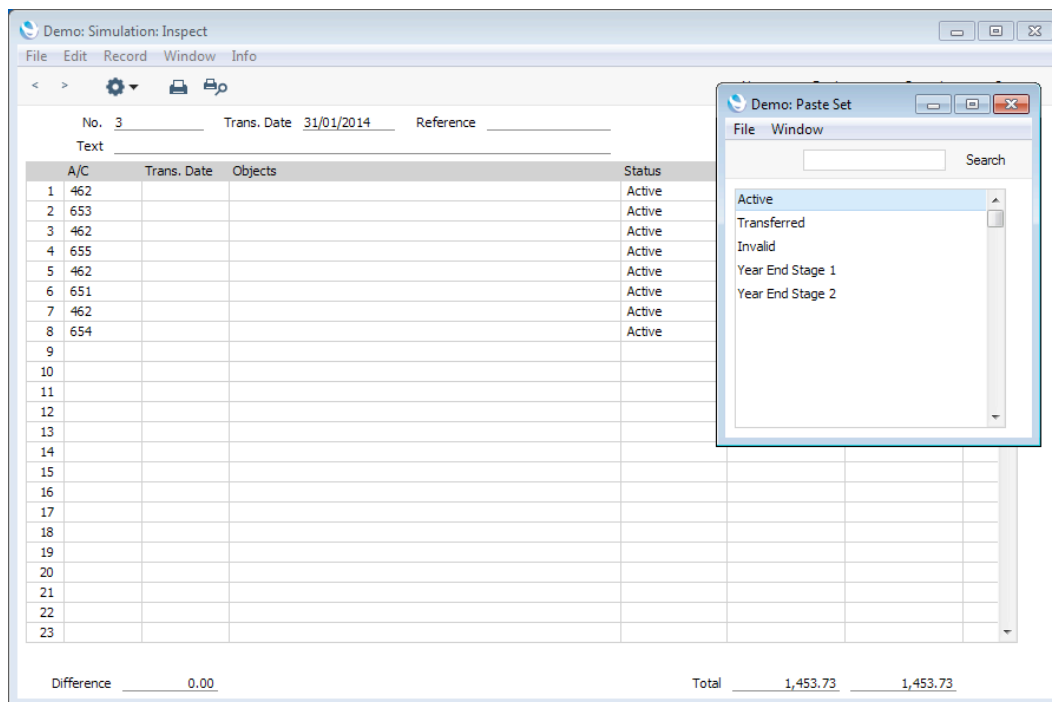
Text

| | A/C | Trans. Date | Objects | Description | Additional Description | Debit | Credit | V-Cd | |
|----|-----|-------------|---------|-----------------------------|------------------------|----------|----------|------|---|
| 1 | 462 | | | Depreciation Expense | | 1,255.07 | | | A |
| 2 | 653 | | | FA - Depn of Plant & M/C | | | 1,255.07 | | B |
| 3 | 462 | | | Depreciation Expense | | 103.00 | | | C |
| 4 | 655 | | | FA - Depn of Motor Vehicles | | | 103.00 | | D |
| 5 | 462 | | | Depreciation Expense | | 78.66 | | | E |
| 6 | 651 | | | FA - Depn of Office Eqmnt | | | 78.66 | | |
| 7 | 462 | | | Depreciation Expense | | 17.00 | | | |
| 8 | 654 | | | FA - Depn of Fixt/Fittings | | | 17.00 | | |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
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Difference 0.00 Total 1,453.73 1,453.73

Notes

- You should enter records in the Simulation register in the same way as for normal Transactions.
- Simulations must balance before you can save them.
- The Simulation register has no correction functions, because you can freely remove or alter Simulations at any time.
- The Simulation register shares the automatic balancing feature with the Transaction register. With the insertion point in the Credit column in the last Simulation row, press the Return or Enter key. The correct credit amount to balance the entry will be brought in for you. If you press Return or Enter again, the Simulation will be saved and closed, and a new, empty, Simulation will be opened. You can use this feature when you need to enter several Simulations quickly in one sitting.
- To convert a Simulation into a Transaction, highlight the Simulation or Simulations in the 'Simulations: Browse' window and select 'Create NL Transactions' from the Operations menu (with the [Settings] icon).
- On flip B of each Simulation row there is a Status field. By default, this is set to "Active" in a new Simulation, but you can choose a different Status using 'Paste Special'. When you create a Transaction from a Simulation using the 'Create NL Transactions' function, the Status will be changed to "Transferred" automatically. This will prevent you creating a second Transaction accidentally. If you choose to include Simulations in a report, "Active" Simulations will be included, but "Transferred" and "Invalid" Simulations will not. The "Year End Stage 1" and "Year End Stage 2" options are only used in Portugal.



Autotransactions

Autotransactions are accounting templates that you can use to simplify the entering of various transactions. You can use Autotransactions in Transactions, Simulations, Purchase Invoices and Expenses.

When a certain type of Transaction occurs repeatedly, you can create a template containing the recurring data, e.g. a particular combination of debit and credit Accounts. Whenever you need to enter a Transaction of this type, you can use the automatic function. This will create a ready-made Transaction, except for the data that is unique for each particular entry. Examples might include rent payments, salary payments and recurring journals. Autotransactions can thus save labour and ensure that you use the correct Accounts every time.

To work with Autotransactions, ensure you are in the Nominal Ledger and click the [Settings] button in the Master Control panel or use the Ctrl-S/⌘-S keyboard shortcut. Double-click 'Autotransactions' in the subsequent list. The 'Autotransactions: Browse' window is opened, showing a list of Autotransactions already entered. To create a new Autotransaction, click the [New] button above the list or use the Ctrl-N/⌘-N keyboard shortcut. Alternatively, highlight an Autotransaction similar to the one you want to enter and click [Duplicate] (or use Ctrl-K/⌘-Y).

The following illustration shows an example Autotransaction that distributes an amount across four Objects on a percentage basis after you have entered that amount in a Transaction row. You might use such a template to allocate shares of overhead costs to three departments.

The screenshot shows a software window titled "Demo: Autotransaction: Inspect". It has a menu bar with "File", "Edit", "Record", "Window", and "Info". Below the menu bar are buttons for "New", "Duplicate", "Cancel", and "Save". The main area contains a table with the following data:

| Code | DIST | Name | Description | Debit | Credit | V-Cd |
|------|------|-------|-------------|--------|--------|------|
| 1 | ! | DEPT1 | # | 20.00% | | # |
| 2 | # | DEPT2 | # | 30.00% | | # |
| 3 | # | DEPT3 | # | 50.00% | | # |
| 4 | 831 | | | 20.00% | | |
| 5 | 700 | | | | = | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
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| 23 | | | | | | |
| 24 | | | | | | |

The first row contains an exclamation mark in the Account field and a percentage in the Debit field. The exclamation mark indicates that when you use the Autotransaction in a Transaction, the debit or credit amount in the previous row of the Transaction is to be overwritten by a figure determined by the application of the Autotransaction (in this case, by a percentage of the original figure). That figure will be on the same side (debit or credit) as the original, as the percentage is in the Debit field of the Autotransaction. In other words, the original figure entered will be reduced by 90%. The Object specified ("DEPT1") will be entered to the Object field of the Transaction row. The # sign in the Description and VAT Code fields signifies that the original Description and VAT Code will be retained.

The second line of the Autotransaction will again refer to the original figure and calculate a percentage from it, on the same side (debit or credit) as the original, using a new line in the Transaction. The # sign in the Account, Description and VAT Code fields signifies that the Account, Description and VAT Code originally specified are to be used in the new line, which will contain "DEPT2" in its Object field. The third and fourth lines of the Autotransaction will have a similar effect, creating new lines in the Transaction with different Objects and percentages of the original figure.

The fifth line calculates VAT from the original figure at the standard rate of 20% and places it in a new row in the Transaction, posting to the VAT Inputs Receivable Account on the same side (debit or credit) as the original figure.

The final line of the Autotransaction contains an Account number and an equal sign (=) in the Credit field. This signifies that the sum of the previous lines of the Transaction is to be posted to that Account. The posting will be on the opposite side (debit or credit) to the original figure, since the equal sign is in the Credit field.

When you enter a Transaction or Simulation, begin by entering the Account Number for the relevant expense category, and the amount excluding VAT. On the second row, enter the code of the Autotransaction in the Account field.

Demo: Transaction: New

Info File Edit Record Window Info File Edit Record Window Info

No. 8 Trans. Date 07/01/2014 Reference

Text

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|---------|---------|-----------------|------------------------|--------------|---------------|------|
| 1 440 | | Gen Office Exps | | 1,000.00 | | 1 |
| 2 DIST | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
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| 21 | | | | | | |
| 22 | | | | | | |

Difference Base 1 1,000.00 Total 1,000.00

Difference Base 2 1,117.07 Total 1,117.07

Press Return. The Autotransaction is applied to the first row of the Transaction, and the amounts are recalculated as follows—

Demo: Transaction: New

Info File Edit Record Window Info File Edit Record Window Info

No. 8 Trans. Date 07/01/2014 Reference

Text

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|---------|---------|-----------------------|------------------------|--------------|---------------|------|
| 1 440 | DEPT1 | Gen Office Exps | | 200.00 | | 1 |
| 2 440 | DEPT2 | Gen Office Exps | | 300.00 | | 1 |
| 3 440 | DEPT3 | Gen Office Exps | | 500.00 | | 1 |
| 4 831 | | VAT Inputs Receivable | | 200.00 | | |
| 5 700 | | Bank Current Account | | | 1,200.00 | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
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| 20 | | | | | | |
| 21 | | | | | | |
| 22 | | | | | | |

Difference Base 1 0.00 Total 1,200.00 1,200.00

Difference Base 2 -0.01 Total 1,340.47 1,340.48

If you know that a particular Autotransaction will always be used with an Account, enter it in the Autotrans. field in the Account record—

Demo: Account: Inspect

File Edit Record Window Info

< > New Duplicate Cancel Save

Account 440

Name Gen Office Exps

Misc Texts

Autotrans. DIST SRU Code

VAT Code 1 Consolidation A/C

Currency Accrual

Tax Template Aut. Autotrans.

Classification

Account Type

☐ Asset
☐ Liability
☐ Equity
☐ Income
☒ Expense

Normal Amount

☒ Debit
☒ Credit
☐ Closed
☐ Group Account
☐ Reduce Minorities

When you enter the Account in a Transaction or Simulation and press Tab or Return, the Autotransaction Code will be brought in to the next row automatically—

Demo: Transaction: New

Info File Edit Record Window Info File Edit Record Window Info

< > New Duplicate Cancel Save

No. 9 Trans. Date 07/01/2014 Reference

Text

| | Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|----|---------|---------|-----------------|------------------------|--------------|---------------|------|
| 1 | 440 | | Gen Office Exps | | | | 1 |
| 2 | DIST | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
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| 19 | | | | | | | |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | | | | | | | |

Difference Base 1 Total

Difference Base 2 Total

Enter the amount on the first row as normal, then press Return twice. The Autotransaction will be applied to the Transaction or Simulation as previously described.

Reconciliation

You will most commonly use the Account Reconciliation register to perform bank reconciliations, checking bank statements against the bank account

Transactions recorded in your Enterprise by HansaWorld database. To carry out this task, follow these steps—

1. Click the [Account Reconciliation] button in the Master Control panel in the Nominal Ledger. The 'Account Reconciliation' window is opened.
2. Enter a Period, using 'Paste Special' if necessary to access a list of reporting periods. The Period should be large enough to cover all likely journal postings (Transaction rows) to the Bank Account.
3. Enter the Account Number representing your bank account. If necessary, specify an Object as well.
4. Tick the Unreconciled check box. All unreconciled postings with the specified Account/Object combination will be listed. The figure in the Confirmed Reconciled Balance field is the balance previously reconciled and should equal the opening balance in the bank statement.

If the number of unreconciled postings is greater than 300, the Overflow box at the bottom of the window will be marked automatically. If this happens, enter a shorter Period to reduce the number of postings in the list.

The list is in chronological order. Select 'Sort by amount' from the Operations menu to sort the list by amount (largest first).

Demo: Account Reconciliation

File Edit Record Window Info

Period 01/01/2006:31/12/2014 Company _____ Bal. Date 01/02/2014

Account 700 Object _____ Type Any

Bank Bal _____ Amount _____ Recon. Code _____ Recon. Date _____

☐ Reconciled ☒ Unreconciled ☐ Show Reference

Confirmed Reconciled Balance 0.00

Currently Reconciled 300.00

| Transaction | Trans. Date | Description | Objects | Currency Value | Base Cur. 1 | Base Cur. 2 | Reconc. | Recon. Date | Rec. |
|-------------|-------------|-------------------------------|----------|----------------|-------------|-------------|---------|-------------|------|
| 1 RECPT.3 | 07/01/2006 | Cheque, Cheque | | 1.00 | 1.61 | | | | |
| 2 PAYMT.3 | 11/01/2006 | NatWest, Cheque | | -300.00 | -482.32 | | | | |
| 3 RECPT.4 | 15/01/2006 | Cheque, Cheque | DEPT1,SJ | 883.69 | 1.00 | | | | |
| 4 CSHOT.1 | 19/01/2006 | Transfer of Cash to Bank | | 100.00 | 160.77 | | | | |
| 5 PAYMT.4 | 31/01/2006 | NatWest, Cheque | | -270.00 | -440.46 | | | | |
| 6 PERSP.4 | 31/01/2006 | Current A/c, GBP, Cheque | | -100.00 | -160.77 | | | | |
| 7 RECPT.6 | 24/10/2007 | Cheque, Cheque | | 100.00 | 163.13 | | | | R |
| 8 RECPT.7 | 24/10/2007 | Cheque, Cheque | | 200.00 | 326.26 | | | | R |
| 9 2009.1 | 23/01/2009 | Bank Charges | | -12.50 | -13.07 | | | | |
| 10 RECPT.8 | 02/03/2009 | Cheque, Cheque | | 1,457.85 | 1,646.18 | | | | |
| 11 2009.2 | 24/04/2009 | Bank Charges | | -12.50 | -13.47 | | | | |
| 12 2009.3 | 22/07/2009 | Bank Charges | | -12.50 | -14.70 | | | | |
| 13 PAYMT.5 | 30/05/2012 | NatWest, Cheque | | -253.85 | -283.57 | | | | |
| 14 RECPT.9 | 30/05/2012 | Cheque, Cheque | | 75.00 | 83.78 | | | | |
| 15 2012.1 | 25/10/2012 | Oct 2012 expenses | | -5,990.34 | -6,691.62 | | | | |
| 16 RECPT.10 | 25/10/2012 | October 2012 receipts, Cheque | | 4,821.16 | 5,385.57 | | | | |
| 17 CSHIN.7 | 07/11/2012 | Cash from bank | | -700.00 | -781.95 | | | | |
| 18 2013.1 | 17/04/2013 | 2013 Fin Year postings | | -205.00 | -229.00 | | | | |


☒ Overflow

Currency _____ New Reconciled Balance 300.00 Difference 300.00

The Description column shows both the Text from the Transaction header and the Description from the Transaction row representing the posting, separated by a comma.

The Base Cur. 1 column shows posting values in Base Currency 1 (usually your home Currency). The Base Cur. 2 column shows posting values in Base Currency 2, while the Currency column shows values in any foreign Currency that may have been used in a posting: you can refer to these columns if your bank statement is in another Currency.

5. Compare the list of postings with the bank statement. Where a posting is correctly shown on the statement, enter an "R" to the Rec field, as has been done in rows 7 and 8 in the illustration. The posting value will be added to the Currently Reconciled total, which shows the total reconciled in this session, and to the New Reconciled Balance figure, which represents the closing balance for the Account. If the Account is a Currency Account, the Currently Reconciled and New Reconciled Balance figures will be in Currency.


If you know that you can reconcile every posting in the list, select 'Mark all rows as Reconciled' from the Operations menu (with the  icon). An "R" will be placed in the Rec field in every row and the Currently Reconciled and New Reconciled Balance figures will be updated appropriately.

You can enter the closing balance in the bank statement in the Bank Bal field towards the top left of the window. The Difference field will show the difference between the Bank Bal and the New Reconciled Balance.

If you enter a Currency in the Currency field in the bottom of the window, the Confirmed Reconciled Balance, the New Reconciled Balance and the Difference will be calculated from postings made to the specified Account in the specified Currency only.

Fill in the Recon. Date in the header as appropriate. You can overwrite this date in an individual row if necessary.

6. If a posting appears in the bank statement but not in the list of unreconciled postings, you should add the posting to the Transaction register. Examples of such postings might be payments into or out of your account by standing order, or bank charges.

You can do this without closing the 'Account Reconciliation' window, by selecting 'Create N/L Transaction' from the Operations menu (with the  icon). Enter the Transaction following the usual procedure described in the 'The Transaction Register' section above on page 99. When you have saved it, return to the 'Account Reconciliation' window and select 'Refresh' from the Operations menu. Any postings to the specified Account in the new Transaction will be added to the list of unreconciled postings.

7. If the value of a posting shown in the 'Account Reconciliation' list differs from that shown in the bank statement, you should use the 'Create N/L Transaction' function to enter a correcting Transaction to the Transaction register. Alternatively, place the insertion point in the Account Reconciliation row containing the erroneous posting, select 'Open N/L Transaction' from the Operations menu to open and update the Transaction. Please refer to the 'Correcting Transactions' section above on page 102 for full details of correcting and updating Transactions. When you have done this, return to the 'Account Reconciliation' window, select 'Refresh' from the Operations menu and mark both the original posting and the correction as reconciled.
8. When you have checked the postings in the list agree with the bank statement and marked them with "R" in the Rec field, the figure in the New Reconciled Balance field should be the same as the closing balance in the bank statement. If you entered the closing balance in the bank statement in the Bank Bal field, the Difference field should contain zero.

Note that you have not saved anything yet and closing the window now will cause you to lose the reconciliation information you have entered in this session. To save this information, select 'Confirm Reconciliation' from the Operations menu before closing the 'Account Reconciliation' window by clicking the close box.

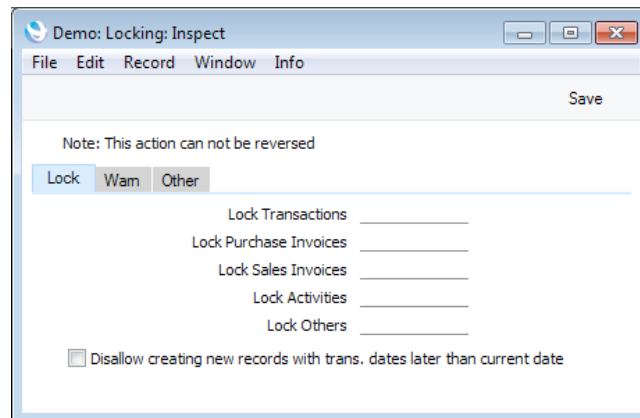
In order to ease the task of bank reconciliation, it is recommended that, in the Purchase Ledger, you enter separate Payment records to represent each cheque issued and, in the Sales Ledger, you enter a single Receipt record recording every cheque paid into the bank on a particular paying-in slip. This will ensure that single Transactions will match single lines on the bank statement.

Periods and Locking

In many accounting systems, fiscal years are divided into periods (usually months or quarters), and each accounting transaction has to be placed in a period. Often, a period has to be locked before the next one can be opened.

Enterprise by HansaWorld has no periods: a Fiscal Year has no divisions. You can post an accounting transaction with any date, providing that date falls in an existing Fiscal Year. However, when you come to the end of a month or quarter and have printed the Profit & Loss and Balance Sheet reports, you may want to disallow the posting of further accounting transactions, to prevent changing the results of that month or quarter. To do this, you can specify Lock dates. A Lock date can be any date during the year. No transactions whose Transaction Date is on or before the Lock date will be permitted. Follow these steps—

1. Change to the System module and open the Locking setting.



2. The setting contains five Lock dates. No transactions whose Transaction Date is on or before the Lock date will be permitted, as follows—

Lock Transactions Applies to Transactions entered directly to the Transaction register.

Lock Sales Invoices

Applies to Sales Invoices.

Lock Purchase Invoices

Applies to Purchase Invoices.

Lock Activities Applies to Activities and consequent WIP (Work in Progress) Transactions. This feature requires you to have the Job Costing module.

Lock Others Applies to all other accounting transactions (e.g. stock transactions).

- The setting also contains five Warn dates (on the 'Warn' card)—

You will be able to enter an accounting transaction with a date between the relevant Lock and Warn dates, but you will be given a warning when you do so.

- Once you have entered a Lock or Warn date, you cannot remove it or enter an earlier date.

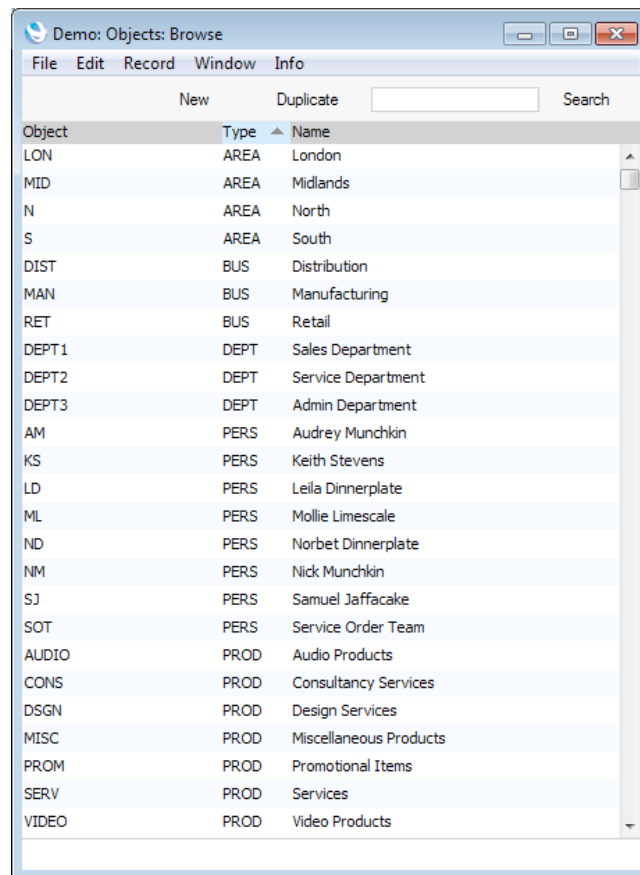
Objects

A properly formulated Chart of Accounts allows you to analyse your company's activities, but the level of this analysis is limited. For example, it may allow you to analyse your sales and cost of sales by type of Item, but you will not also be able to analyse them by geographical area, type of business, salesperson or department. This level of analysis can be provided using Objects. You can assign up to 30 Objects to each posting to an Account (with 20 being a more practical limit), providing very extensive reporting possibilities. To set up such a system, follow these steps—

- The first step is to define Object Types, using the setting in the Nominal Ledger. For this example, we will use two of the Object Types in the demonstration data (for type of Item and sales person) and add two new ones (for geographical area and type of business)—

| Code | Comment |
|-------|---------------------|
| AREA | Areas |
| BUS | Business Types |
| DEPT | A department object |
| JOB | Job/Project |
| PERS | A person object |
| PROD | A Product Object |
| ROOM | Room Type |
| USAGE | Hotel Usage |

2. The next step is to define the Objects themselves, using the Object register that is available in both the Nominal Ledger and System module. Each Object should belong to an Object Type—



The screenshot shows a software window titled "Demo: Objects: Browse". It has a menu bar with "File", "Edit", "Record", "Window", and "Info". Below the menu bar are buttons for "New", "Duplicate", a search input field, and a "Search" button. The main area contains a table with three columns: "Object", "Type", and "Name". The table lists various objects categorized by type, including AREA, BUS, DEPT, PERS, and PROD.

| Object | Type | Name |
|--------|------|------------------------|
| LON | AREA | London |
| MID | AREA | Midlands |
| N | AREA | North |
| S | AREA | South |
| DIST | BUS | Distribution |
| MAN | BUS | Manufacturing |
| RET | BUS | Retail |
| DEPT1 | DEPT | Sales Department |
| DEPT2 | DEPT | Service Department |
| DEPT3 | DEPT | Admin Department |
| AM | PERS | Audrey Munchkin |
| KS | PERS | Keith Stevens |
| LD | PERS | Leila Dinnerplate |
| ML | PERS | Mollie Limescale |
| ND | PERS | Norbet Dinnerplate |
| NM | PERS | Nick Munchkin |
| SJ | PERS | Samuel Jaffacake |
| SOT | PERS | Service Order Team |
| AUDIO | PROD | Audio Products |
| CONS | PROD | Consultancy Services |
| DSGN | PROD | Design Services |
| MISC | PROD | Miscellaneous Products |
| PROM | PROD | Promotional Items |
| SERV | PROD | Services |
| VIDEO | PROD | Video Products |

- The next step is to assign an Object to each User Account. In the System module, bring the Master Control panel to the front using the Ctrl-M/⌘-M keyboard shortcut and click the [Persons] button to open the Person register. Double-click each user's name in the list and assign one Object to each one on the 'Accounts' card—

The screenshot shows the 'Demo: Person: Inspect' window with the 'Accounts' tab selected. The 'Object' field is highlighted with a red circle and contains the value 'SJ'. The window also displays fields for Signature, Name, Account, Bank Name, Bank A/C, Job Group, Job Descr., Cost per Hour, and Price per Hour. A table with columns 'Short Code', 'Project', and 'Comment' is visible at the bottom.

| Short Code | Project | Comment |
|------------|---------|---------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |

The Object that you specify here will automatically be transferred to all sales transactions involving the Person, allowing you to analyse the sales made by each salesperson. In the example, the Objects that you specify for each Person should belong to the PERS Object Type.

4. When you enter a Customer record to the Contact register, you can assign Objects to it. These Objects will automatically be transferred to all sales transactions involving the Customer. You can assign several Objects to a Customer, separating each Object using commas.

In the example, for each Customer enter one Object belonging to the AREA Object Type and one belonging to the BUS Type in the Sales Objects field on the 'Accounts' card, separated by a comma—

The screenshot shows the 'Demo: Contact: Inspect' window with the 'Accounts' tab selected. The 'Sales Objects' field is circled in red and contains the text 'RET,MID'. The window includes a menu bar (File, Edit, Record, Window, Info) and a toolbar with icons for settings, print, and other functions. The main form area contains various fields for customer information, including 'No.', 'Short', 'Name', 'Customer Category', 'Supplier Category', 'Creditor A/C', 'Cost A/C', 'Cred. On Acc. A/C', 'IBAN Code', 'Payment Code', 'Bank Account', 'Bank Account 2', 'Account Operator', 'Purch. Objects', 'Sort Code', 'Withholding Payment Modes', 'Post Receipt VAT', 'Post Payment VAT', 'Web Conference', 'Web Start Page', 'Freight Code', 'Main Classification', and 'Display on the Web'. The 'Sales Objects' field is located under the 'Accounts' tab, which is one of several tabs including 'Contact', 'Delivery', 'Terms', 'Pricing', 'Company', 'Web', 'Comments', 'Guest', and 'User Defined'.

Do not enter more than one Object belonging to the same Type, because you cannot use more than one Object belonging to the same Type in a sales transaction. There is no need to enter an Object representing the sales person, because this will be supplied to each sales transaction from the Person register.

- When you enter each Item to the Item register, you can similarly assign Objects to it, using the Objects field on the 'Pricing' card. In this example, enter an Object belonging to the PROD Type—

The screenshot shows the 'Demo: Item: Inspect' window with the 'Pricing' tab selected. The 'Objects' field is circled in red and contains the value 'AUDIO'. Other fields include No. 10104, Group AUDIO, Description Loudspeakers, Unit PCS, Base Price 17.00, and Classification SM,AIN,AUDIO. The 'Item Type' section shows 'Stocked Item' selected. The 'Serial Number Tracking' section shows 'None' selected. The 'Environment Tax per Kilo' and 'Alcohol %' fields are empty. The 'Conversion 1' and 'Conversion 2' fields are 0.00.

- As already mentioned, the Objects assigned to each Customer, Person and Item will automatically be transferred to all sales transactions. However, there may be Customers or Items that do not have Objects, perhaps because there was insufficient information to be able to assign the correct Objects when the record was first created. Sales transactions using these Customers or Items will not contain the complete set of Objects, so the subsequent Object analysis will be incomplete if not inaccurate. To guard against this, use the Object Type Control setting in the Nominal Ledger to ensure that every sales transaction contains Objects belonging to the correct Types—

The screenshot shows the 'Demo: Object Type Control: Inspect' window. It contains a table with the following data:

| Type | Accounts |
|------|----------------------|
| 1 | AREA 100:199,200:299 |
| 2 | BUS 100:199,200:299 |
| 3 | PERS 100:199,200:299 |
| 4 | PROD 100:299 |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |

In the example illustrated above, we have specified that whenever we use an Account between 100 and 199 (i.e. any of our Sales Accounts) or one

between 200 and 299 (i.e. any of our Cost of Sales Accounts), it must be together with Objects belonging to each of the AREA, BUS, PERS and PROD Object Types. We will not be able to save the transaction if an Object belonging to at least one of these Types is missing. Accounts 100 and 199 are separated by a colon, signifying a range i.e. all Accounts between 100 and 199. Use a comma to separate the two ranges 100:199 and 200:299: this has been done in the example to illustrate separating two ranges of Accounts, although in this case as shown on the last line we could also use one large range to the same effect.

7. Whenever you use the Customer in a Sales Invoice or in any record that will eventually lead to an Invoice (i.e. Quotation, Order, Project, Service Order), the Customer's Objects and that of the Salesman will be brought in automatically. In the case of the Order, they will be visible in the field on the 'Terms' card. When you add Items to the Order, their Objects will be brought in to flip B of the 'Items' card—

Demo: Order: New

File Edit Record Window Info

< > [Settings] [Print] [Fax] New Duplicate Cancel Save

No. 15 Name Against All Odds Trading Co

Customer 001 Official No. _____ ☐ OK

Terms Items Currency Del. Terms Price List Inv. Address Del. Address

Date 10/01/2014 Our Reference Samuel Jaffacake Salesman SJ ☐ Closed

Payment Terms 30 Attention Joseph Conrad Project _____ ☐ Reserved

Planned Delivery _____ **Objects** RET,MID,SJ Order Class _____

Despatch Date _____ Reference _____ Order Type Normal

Despatch Time _____ Cust. Ord. No. _____ Sales Contract _____

| Item | Qty | Description | Cust. Item No. | A/C | Object | V-Cd | A |
|------|-------|-------------|----------------|-----|--------|------|---|
| 1 | 10104 | 1 | Loudspeakers | 100 | AUDIO | 1 | B |
| 2 | 30102 | 1 | TV Main Unit | 110 | VIDEO | 1 | C |
| 3 | | | | | | | D |
| 4 | | | | | | | E |
| 5 | | | | | | | F |
| 6 | | | | | | | G |
| 7 | | | | | | | H |
| 8 | | | | | | | |
| 9 | | | | | | | |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | | | | | | | |

Currency GBP GP % 89.0 TAX2 _____ VAT 100.23 Subtotal 501.15

Total GP 445.98 Ext. Tax _____ Base 601.38 TOTAL 601.38

8. These Objects will remain attached to the Order and to the Order Items throughout the sales process. Usually this process will end in the Nominal Ledger with debits to Cost of Sales and the Debtors Account and credits to Stock and a Sales Account. For details of the sales process, please refer to page 69 above. This is a typical Nominal Ledger Transaction created from an Invoice—

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|-------------------|------------------|-------------------------|------------------------|--------------|---------------|------|
| 1 750 | | Debtors | | 601.38 | | |
| 2 100 | AUDIO,MID,RET,SJ | Sales - Audio | | | 16.15 | 1 |
| 3 110 | MID,RET,SJ,VIDEO | Sales - Video | | | 485.00 | 1 |
| 4 830 | MID,RET,SJ | VAT Outputs Payable | | | 100.23 | |
| 5 240 | AUDIO,MID,RET,SJ | Cost of Sales, Domestic | | 5.67 | | |
| 6 740 | AUDIO,MID,RET,SJ | Stock Valuation | | | 5.67 | |
| 7 201 | MID,RET,SJ,VIDEO | Purchases - Video | | 49.50 | | |
| 8 740 | MID,RET,SJ,VIDEO | Stock Valuation | | | 49.50 | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | | | | | | |
| 18 | | | | | | |
| 19 | | | | | | |
| 20 | | | | | | |
| 21 | | | | | | |
| 22 | | | | | | |
| Difference Base 1 | | | | 0.00 | | |
| Difference Base 2 | | | | 0.00 | | |
| Total | | | | 656.55 | 656.55 | |
| Total | | | | 760.12 | 760.12 | |

The MID and RET Objects from the Customer, the SJ Object from the Person (Salesman) and the appropriate Object from the Item have been attached to the postings to the Sales and the Cost of Sales Accounts. These Objects will be arranged in alphabetical order automatically.

Various options in the Account Usage S/L setting in the Sales Ledger and the Cost Accounting setting in the Stock module allow you to control the postings to which Objects will be assigned. In the illustration above, Objects have not been assigned to the posting to the Debtor Account, because the Objects on Debtors A/C option in the Account Usage S/L setting is not being used.

9. If you need to raise a Purchase Order for the Items on the Sales Order, their Objects will be transferred to that Purchase Order and to the resulting Goods Receipt and Purchase Invoice.

In the Nominal Ledger Transaction resulting from the Goods Receipt, the appropriate Object from the Item will be assigned both to the credit posting to the Purchase Accruals Account and to the debit posting to the Stock Account (again, depending on which options in the Account Usage S/L and Cost Accounting settings are being used).

Demo: Transaction: Inspect

File Edit Record Window Info

No. 17 Trans. Date 11/01/2014 Reference

Text 503 UK Trading Company Ltd, GBP

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|---------|---------|-----------------------------|------------------------|--------------|---------------|------|
| 1 740 | AUDIO | Stock Valuation | | 8.00 | | |
| 2 820 | AUDIO | Purchase Accruals, Domestic | | | 8.00 | |
| 3 740 | VIDEO | Stock Valuation | | 49.50 | | |
| 4 820 | VIDEO | Purchase Accruals, Domestic | | | 49.50 | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | | | | | | |
| 18 | | | | | | |
| 19 | | | | | | |
| 20 | | | | | | |
| 21 | | | | | | |
| 22 | | | | | | |

Difference Base 1 0.00 Total 57.50 57.50
Difference Base 2 0.00 Total 64.23 64.23

When you create the Purchase Invoice from the Purchase Order, the Objects will again be included, and will be transferred to the debit postings to the Purchase Accruals Account in the resulting Nominal Ledger Transaction—

Demo: Transaction: Inspect

File Edit Record Window Info

No. 21 Trans. Date 12/01/2014 Reference

Text 503 UK Trading Company Ltd, GBP

| Account | Objects | Description | Additional Description | Base 1 Debit | Base 1 Credit | V-Cd |
|---------|---------|-----------------------------|------------------------|--------------|---------------|------|
| 1 800 | | Creditors | | | 69.00 | |
| 2 820 | AUDIO | Purchase Accruals, Domestic | | 8.00 | | 1 |
| 3 820 | VIDEO | Purchase Accruals, Domestic | | 49.50 | | 1 |
| 4 831 | | VAT Inputs Receivable | | 11.50 | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | | | | | | |
| 18 | | | | | | |
| 19 | | | | | | |
| 20 | | | | | | |
| 21 | | | | | | |
| 22 | | | | | | |

Difference Base 1 0.00 Total 69.00 69.00
Difference Base 2 0.00 Total 77.08 77.08

Various options, this time in the Account Usage P/L setting in the Purchase Ledger allow you to control the postings to which Objects will be assigned. In the illustration above, Objects have not been assigned to the posting to the Creditor Account, because the Objects on Creditors A/C option in the Account Usage P/L setting is not being used.

- As shown in the previous steps, once you have allocated Objects to your Customers, Persons and Items, they will be transferred via every Invoice to

the Nominal Ledger automatically. After entering some more transactions to make the example more complete, you can now produce Profit & Loss reports for each Object, or for any Object combination. For example, to see the profitability of sales to retail Customers, produce a report for the RET Object—

This is the resulting report—

| | | Period | Accumulated |
|----------------------------|-------------------------|----------------|----------------|
| Sales | | | |
| 100 | Sales - Audio | -16.15 | -16.15 |
| 110 | Sales - Video | -485.00 | -485.00 |
| Total Sales | | -501.15 | -501.15 |
| Cost of Sales | | | |
| 201 | Purchases - Video | 49.50 | 49.50 |
| 240 | Cost of Sales, Domestic | 5.67 | 5.67 |
| Total Cost of Sales | | 55.17 | 55.17 |
| Gross Profit | | -445.98 | -445.98 |
| Net Profit | | -445.98 | -445.98 |

11. Other reporting options include—

- Profit & Loss report for the BUS Object Type, to compare the profitability of each Object belonging to that Object Type.
- Object Results report for the BUS Object Type, to see individual profit figures for each Object belonging to that Object Type.
- Object/Quantity Results report for the BUS Object Type, to see individual profit and margin figures for each Object belonging to that Object Type.
- Profit & Loss report for the RET and SJ Objects, to report on sales by Person SJ to retail Customers (enter the SJ and RET Objects in the specification window, separated by a comma)—

The calculations in the report will only include those postings with both Objects.

For More Information

Please click for more details about—

- Fiscal Years
- Sub Systems
- Chart of Accounts
- Importing a sample Chart of Accounts and other settings for use as a basis for your own settings
- Full details of the Transaction record
- Full details of the Simulation record

Stock

Two of the basic stock operations have already been described: receiving goods into stock (Goods Receipts) on page 88; and removing goods from stock for delivery to Customers (Deliveries) on page 75. Described in this section are the following—

- Locations including moving stock between Locations using Stock Movements (page 123).
- Stock depreciation due to loss or breakage (page 128).
- Stocktaking (page 129).

Locations

You will need to use Locations if you keep stock in different places e.g. if you have more than one warehouse or shop. In Enterprise by HansaWorld, each place where you keep stock is known as a “Location”.

Locations

Enter your Locations using the Locations setting in the Stock module.

The screenshot shows a software window titled "Demo: Location: Inspect". It has a menu bar with "File", "Edit", "Record", "Window", and "Info". Below the menu bar are buttons for "<", ">", "New", "Duplicate", "Cancel", and "Save". The form contains the following fields:

- Code:** WHS
- Name:** Warehouse
- Group:** (empty)
- Address:** Warehouse (selected tab)
- Address:** 2 Peace Lane
- City:** Maryport
- County:** Cumbria
- Postcode:** CA15 1BL
- Contact:** Joseph Radish
- Telephone:** 01900 123456
- Fax:** (empty)
- E-mail:** (empty)
- Classification:** (empty)
- Responsible Person:** (empty)
- Stock A/C:** 740
- Purchase Location:** (empty)
- Via Location:** (empty)
- Reserv. Access:** (empty)
- Object:** (empty)
- Ship-To Account:** (empty)
- Ignore Chronology:** ☐
- Require Position:** ☐
- Type:** Other (selected), Production (radio button)

As well as entering the Location Name, Address and Contact Details, note that you can specify a separate Stock Account for each Location.

Main Location

If you have at least one Location, you must specify a Main Location in the Stock Settings setting in the Stock module. If you do not specify a Location in a stock

transaction, this will mean that the stock transaction will add stock to or remove it from the Main Location, thus preventing you from having stock that is not in any Location. A stock transaction is any record that will update stock levels and the Nominal Ledger stock valuation, such as a Delivery, Invoice, Goods Receipt, Production record or Stock Depreciation.

Requiring Locations

If you have at least one Location, you may want to use the Require Location option in the Stock Settings setting. This will mean that specifying a Location in a stock transaction will be compulsory.

You can also specify a Location earlier in the sales or purchase process e.g. in a Quotation or Sales or Purchase Order, but this will be optional even if you are using the Require Location option.

Default Locations

You can specify default Locations in the Local Machine setting in the User Settings module and on the 'Bonus' card of each Person record. The first will be used by default in all stock transactions entered on the particular client machine, while the second will be used by default in all stock transactions entered by a particular user.

Locations and Stock Valuation Methods

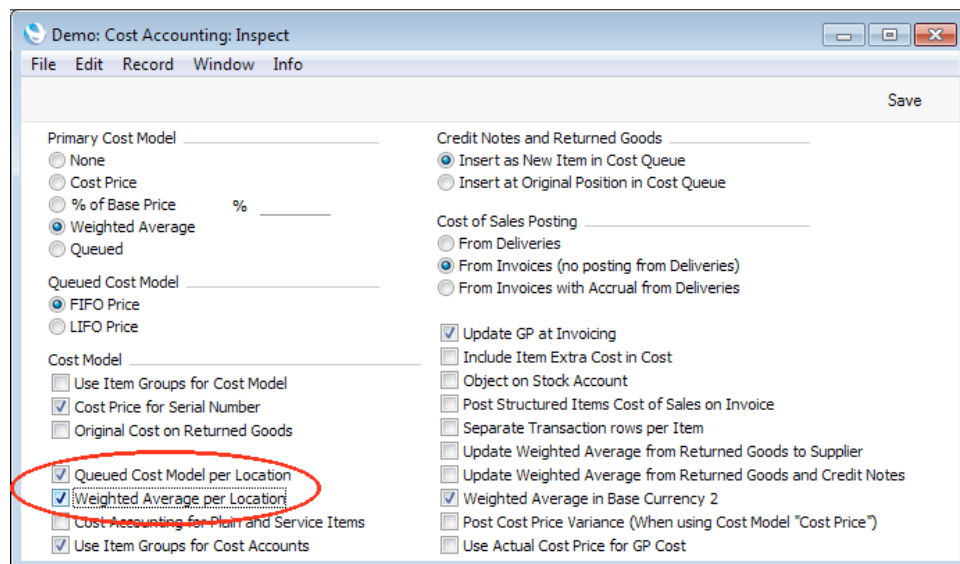
If you are using a Queued (FIFO or LIFO) or Weighted Average stock valuation method ("Cost Model"), you should choose whether it should be overall or Per Location. This will affect the value of each Item when you remove it from stock, and the stock valuation shown in the Stock List report.

For example, you receive two Items costing 100 and 150 into Location 1, and two costing 150 and 200 into Location 2. The overall Weighted Average is 150, the Weighted Average for Location 1 is 125, and the Weighted Average for Location 2 is 175.

If you are using the Weighted Average Cost Model and you choose to use overall Weighted Average figures, the value in the Stock List will be 4×150 , and the value of an Item removed from stock will be 150 irrespective of the Location from where it was taken. If you choose to use separate Weighted Average figures for each Location, the value in the Stock List will be $(2 \times 125) + (2 \times 175)$, and the value of an Item removed from stock will be 125 or 175, depending on the Location.

In the case of the Queued Cost Model and using FIFO figures in the example, if you choose to maintain a single overall Queue, the value in the Stock List will be $100 + 150 + 150 + 200$, and the value of the first Item removed from stock will be 100 irrespective of Location. This will leave $150 + 150 + 200$ in the Stock List. If you choose to maintain separate Queues for each Location, the value in the Stock List will be $(100 + 150) + (150 + 200)$, and the value of the first Item removed from stock will be 100 or 150, depending on the Location. This will leave $(150) + (150 + 200)$ in the Stock List if you removed the Item from Location 1, or $(100 + 150) + (200)$ if you removed it from Location 2.

To choose whether the Cost Model should be overall or Per Location, use the Queued Cost Model Per Location or Weighted Average Per Location options in the Cost Accounting setting in the Stock module. This will act as a default: if necessary you can override it by making a different choice in an Item Group or Item. If you override it in an Item Group, this will only be recognised if you also use the Use Item Groups for Cost Model option, again in the Cost Accounting setting.



Having made this decision, if you are using a Queued stock valuation method, you should go on to think about the Chronology in Stock feature. This will ensure you enter stock transactions in date order (e.g. it will prevent you delivering an Item before you receive it into stock). You can maintain a single chronology for all Locations, or separate chronologies for each Location. If you choose to use the Queued Cost Model Per Location option, it is recommended that you also maintain separate chronologies for each Location, and therefore you should choose the Chronology Per Location option in the Stock Settings setting in the Stock module. Otherwise, you should choose the Chronology For All Locations option.

Locations and the Item Status Ribbon

If you specify a Location in a record that has the 'Item Status' feature (page 71 above), the figures in the 'Item Status' window will refer to that Location. If you have not specified a Location, the figures will refer to all Locations, not just the Main Location.

Locations and Deliveries


When you create a Delivery from a Sales Order, the Location will be copied to the Delivery from the Order. The stock levels for each Item in the Location specified will be shown in the Avail. field in the grid, and the default quantity in the Del. Qty field will be the maximum shippable quantity in the Location. If the Delivery does not have a Location, the Avail. and Del. Qty figures will be calculated using the stock balances from every Location. As the Delivery does not have a Location, it will be made from the Main Location. If you are told there is insufficient stock when you try to approve the Delivery but the Avail. figure suggests the stock level is sufficient, it is likely that you have not specified a Location in the Delivery and there is insufficient stock in the Main Location.

Stock Movements

The Stock Movement register in the Stock module allows you to move Items from one Location to another.





You can create Stock Movements using two methods—

1. You can enter Stock Movements directly to the Stock Movement register in the normal way.

- You can create Stock Movements from Sales Orders. If there is insufficient stock to fulfil a Sales Order in the Location specified on its 'Del. Terms' card or, if that is blank, in the Main Location (you can ascertain stock level information using the 'Item Status' function described above on page 71), this will allow you to move any stock that might exist elsewhere into that Location. You can do this for a single Order by opening the Order and selecting 'Create Stock Movement' from the Operations menu (with the  icon), or you can do it for several Orders using the 'Create Stock Movements' Maintenance function in the Sales Orders module.

Demo: Stock Movement: Inspect

File Edit Record Window Info

< >    New Duplicate Cancel Save 

No. 2 ☐ Reserved Reason _____

Ord. Date 10/01/2014 Sent Date 11/01/2014 Received Date 12/01/2014

From Location WHS Via Location WALES To Location IRELAND

Positions Objects Items Currency Durations Freight Address

From Position _____ To Position _____ For Production _____

☐ Manual Pick Route _____

☐ Send To Forklift Queue Type Normal

Objects _____

Comment _____

Official Ser. No. _____

| Item | Req. Qty | Sent Qty | Rcvd. Qty | Description | R. Old Unit Pr. | R. Extra Cost | R. New Unit Pr. | |
|---------|----------|----------|-----------|----------------------|-----------------|---------------|-----------------|---|
| 1 10102 | 1 | 1 | 1 | Surround Sound Radio | 0.98613 | | 0.98613 | A |
| 2 | | | | | | | | B |
| 3 | | | | | | | | C |
| 4 | | | | | | | | D |
| 5 | | | | | | | | E |
| 6 | | | | | | | | |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |

☒ Confirmed ☒ Sent ☒ Received

Sent Qty 1 Rcvd. Qty 1 Non Accounted Extra Costs _____

Notes

- In a simple Stock Movement moving an Item from one Location to another, enter From and To Locations using 'Paste Special'. Leave the Via Location, the Sent Date and, in the grid, the Sent Qty, blank.
- You can also move stock from one Location to another via a third Location. This third Location could be a transit point, a temporary storage Location or the truck, ship or other method of transport. If you have many vehicles running between the source and destination Locations, this third Location could also be all of those vehicles, so in this case the third Location would contain all stock that is on its way to the destination. Staff in the final destination can produce a Stock List report for the third Location at any time to see what Items they are expecting, and they can inspect the Stock Movement records for the estimated dates and times of arrival.
- When the stock leaves the From Location, mark the Stock Movement as Confirmed and save it. Before doing this, make sure you have specified From, To and, if appropriate, Via Locations. After confirming, you will not be able to change the Locations, Order Date, the Reserved check box, Item Numbers or Requested Quantities, and you will not be able to add, insert or remove Items.

- If you have specified a Via Location, when the stock arrives there, enter the quantity that arrived in the Sent Qty field, update the Sent Date, enter any cost incurred by moving the stock in the S. Extra Cost field on flip B of the grid, mark the Stock Movement as Sent and save it. Once you have done this, you will no longer be able to change the Sent Quantity or the Sent Date. You can enter a positive or negative amount or percentage including % sign in the S. Extra Cost field.

Stock levels in the From and Via Locations will be adjusted. The S. Extra Cost will be added to the value of the Item in the FIFO/LIFO queue, and it will also be included in the Weighted Average value of the Item. A Nominal Ledger Transaction will be created automatically, updating the Nominal Ledger stock valuation. This Transaction will remove the value of the stock from the Stock Account in the From Location. The value of the stock will be calculated using the stock valuation method specified in the Item ('Cost Model' card), the Item Group or in the Cost Accounting setting. A unit value will be shown in the S. Old Unit Price field on flip B. The Transaction will also add the value of the stock plus any S. Extra Cost to the Stock Account in the To Location. A unit value will be shown in the S. New Unit Price field on flip B.

If there is no Via Location, do not mark the Stock Movement as Sent. In this situation, you should only use the Confirmed and Received check boxes.

- When the stock arrives at the To Location, enter the quantity that arrived in the Rcvd Qty field, update the Received Date, enter any cost incurred by moving the stock in the R. Extra Cost field on flip A of the grid, mark the Stock Movement as Received and save it. Once you have done this, you will no longer be able to change the Stock Movement.

As described in the previous point, stock levels in the source Location (the From Location or, if there is one, the Via Location) and the To Location will be updated. The R. Extra Cost will be added to the value of the Item. A Nominal Ledger Transaction will be created automatically, updating the Nominal Ledger stock valuation. The old and new unit values of the Item will be shown in the R. Old Unit Price and R. New Unit Price fields on flip A.

Stock Depreciation

The Stock Depreciation register allows you to remove Items from stock due to loss or breakage.

Demo: Stock Depreciation: Inspect

File Edit Record Window Info

< > [Icons] New Duplicate Cancel Save

No. 3 Trans. Date 10/01/2014 Reason ☒ OK

Cost A/C 230 Order Class Reference

Location WHS Short Code Project

Items Other

| Item | Qty | Description | Serial No. | Location | Position | Coeff. |
|---------|-----|---------------|------------|----------|----------|--------|
| 1 10104 | 3 | Loudspeakers | | | | |
| 2 10105 | 2 | Cassette deck | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | | | | | | |

Tot. Qty. 5 Comment

Notes

- The Cost A/C is the default debit Account for the Stock Depreciation transaction. It will default to the Stock Loss Account specified in the Account Usage Stock setting. You can specify a Cost Account in any of the Stock Depreciation rows, to override the one entered in the header.
- List the Items that you want to remove from stock in the grid.
- When you are sure the Stock Depreciation is correct, mark it as OK using the check box in the top right-hand corner and save it. You will no longer be able to modify the Stock Depreciation. The Items will be removed from stock and a Nominal Ledger Transaction will be created automatically, updating the Nominal Ledger stock valuation. The value removed from the Nominal Ledger stock valuation will be calculated using the stock valuation method specified in the Item ('Cost Model' card), the Item Group or in the Cost Accounting setting. If you want the stock valuation method to be taken from the Item Group, use the Use Item Groups for Cost Model option in the Cost Accounting setting.

Stocktaking

From time to time, you should carry out a stocktake, to check that the quantities of Items held in stock match the stock levels recorded in Enterprise by HansaWorld. When you need to do this, it is recommended that you use the following procedure—

1. Print a stock list using the Stocktaking List report in the Stock module. This contains spaces in which you can write the actual stock figures.
2. Once you have carried out the stocktake, you should enter the results in the Stocktaking register (separate records per Location). You can enter these records yourself directly to the Stocktaking register or, to minimise the typing load, you can use the 'Create Stocktaking Records' Maintenance function in the Stock module. This will create separate records per Location in the Stocktaking register containing the current stock figures as stored in your Enterprise by HansaWorld database. Each Stocktaking record can contain up to 200 rows. If you need to record more than 200 Items, enter more than one Stocktaking record with the same date. Similarly, if you have different members of staff carrying out stocktakes in different parts of a warehouse, they can each enter their own Stocktaking records with the same date.

Demo: Stocktaking: Inspect

File Edit Record Window Info

No. 2 Trans. Date 31/01/2014 Location WHS

| Item | Counted | In Stock | Description | Serial No. | Location | Position | Coeff. |
|------|-----------|----------|--|------------|----------|----------|--------|
| 1 | 10101 | 242 | 242 Transistor radio | | | | |
| 2 | 10102 | 131 | 131 Surround Sound Radio and CD player | | | | |
| 3 | 10103 | 103 | 103 Receiver | | | | |
| 4 | 10104 | 149 | 149 Loudspeakers | | | | |
| 5 | 10105 | 33 | 33 Cassette deck | | | | |
| 6 | 10106 | 186 | 186 CD player | | | | |
| 7 | 10107 | 116 | 116 CD's - High density | | | | |
| 8 | 10108 | 71 | 71 Microphone | | | | |
| 9 | 10109 | 148 | 148 CD rack | | | | |
| 10 | 30101 | 1 | 1 DVD Player | 1010501 | | | |
| 11 | 30101 | 1 | 1 DVD Player | 1010502 | | | |
| 12 | 30102 | 1 | 1 TV Main Unit | 33334 | | | |
| 13 | 30103 | 1 | 1 Video Player | 2220001 | | | |
| 14 | 30103 | 1 | 1 Video Player | 2220002 | | | |
| 15 | 30103 | 1 | 1 Video Player | 2220003 | | | |
| 16 | 30104 | 1 | 1 21 inch FST for Colour TV | 11144 | | | |
| 17 | 30105 | 10 | 10 Stand for the colour TV | | | | |
| 18 | 30106 | 1 | 1 Colour TV | 12345 | | | |
| 19 | 50101.BLA | 2 | 2 Cap, Black, Large | | | | |
| 20 | 50101.BLA | 3 | 3 Cap, Black, Medium | | | | |
| 21 | 50101.BLA | 2 | 2 Cap, Black, Small | | | | |
| 22 | 50101.BLA | 1 | 1 Cap, Black, Extra Large | | | | |

Comment Stocktaking 31/01/2014

3. If you used the 'Create Stocktaking Records' Maintenance function to create a Stocktaking record or records, update these new records to match the results of your stocktake.
4. Approve (mark as OK and save) the Stocktaking record(s) and print out the Stocktaking Comparison report for the same date. This will compare the Stocktaking record(s) you have just entered with the current stock figures in the database. Note: the report will not be correct if you forget to approve the Stocktaking record(s).

5. Once you have checked the report and confirmed it to be correct, you can enter any discrepancies to the Stock Depreciation, Goods Receipt or Stock Movement registers, depending on the reason for the discrepancy. If a particular Item is found in a different Location to that in which it is recorded as being stored, you can move it using a Stock Movement. You can correct a quantity discrepancy using a Stock Depreciation transaction or a Goods Receipt. Again, you can enter these records yourself or, if you are not using Positions, you can use the 'Stocktaking Comparison' Maintenance function. This will create appropriate unapproved Stock Depreciation transactions and Goods Receipts.

It is recommended that you do not enter any new stock transactions during this process (especially from step 4 onwards). If this is unavoidable, make sure that the Counted Quantities in steps 2 and 3 take the new stock transactions into account.

For More Information

Please click for more details about—

- [Locations](#)
- [Full details of the Stock Movement record](#)
- [Full details of the Stock Depreciation record](#)
- [Full details of the Stocktaking record](#)

Shutting Down

Remember to make a back-up before shutting Enterprise by HansaWorld down.

Single-user

To shut Enterprise by HansaWorld down, select 'Quit' from the File menu (Mac OS X: Enterprise menu). You can also use the Alt-F4 or Ctrl-Q (Windows) or ⌘ -Q (Mac OS X) keyboard shortcuts. All open windows will be closed, and you will be asked if you want to keep any changes that have not yet been saved.

Multi-user

You can close Enterprise by HansaWorld clients as described in the 'Single-user' section immediately above: by selecting 'Quit' from the File or Enterprise menus.

If you are using the command line server application on Mac OS X or Linux and if you are not running the server process in the background, bring the Terminal window to the front and press the Ctrl-C key combination. Alternatively, open a new Terminal window and type the following—

| | |
|-----------------------|---|
| <code>ps</code> | This displays the process IDs for each Terminal process |
| <code>kill pid</code> | (where pid is the process ID for the server process) |

If you are running the server process in the background, use the `ps` and `kill` commands either in the relevant Terminal window or in a new one.

If you are using the service application on Windows, open the Control Panel and double-click 'Administrative Tools' and then 'Services'. Find and select 'Enterprise Server 7.1 2013-12-31' in the list and choose to stop the service. (The name may vary slightly, depending on the precise version of Enterprise by HansaWorld you are using.)

For More Information

Please click for more details about—

- [Backing Up](#)

Chapter 2: Server-Client Installation

You should use a command line (Linux and Mac OS X) or service (Windows) version of the Enterprise by HansaWorld application as your server application. These versions do not have graphical interfaces. This allows their speed to be optimised, and also reduces the risk of users causing them to quit accidentally.

You can use the GUI (graphical user interface) version of the application (i.e. the client application) to create a new database and import the demo data (or to create a new database and carry out the configuration work necessary to prepare it for use). When you have completed the configuration work, you can then make the database available to the network using the command line or service applications.

In this chapter, we describe creating a new database, importing the demonstration data and setting up a server-client environment. First, we describe installing the server and client applications. Proceed as follows—

1. Create a network including all the computers and other equipment you are going to use. Use the Windows, Mac OS X or Linux System installation tools to install and configure TCP/IP on each machine.
2. Go to the Downloads area of our website (www.hansaworld.com/downloads/), register and download the appropriate versions for your platform and operating system. The versions you should download and install are as follows—

Windows X32 Service

Use as Windows server on 32-bit machines

Windows X64 Service

Use as Windows server on 64-bit machines

Windows .NET Client

Use as Windows clients

Mac OS X Cocoa GUI

Use as Mac OS X clients. Requires OS X 10.7

Mac OS X Command Line

Use as Mac OS X server

Linux GUI

Use as Linux clients with Intel processors

Linux Command Line

Use as Linux server with Intel processor

3. If your server is a Windows machine, the service version will be supplied in an installer file. Launch the installer by double-clicking, and follow the instructions on screen. The installer will install the application as a service, so that it appears in the services registry.

4. If your server is a Mac OS X machine, the command line application is supplied as a .dmg file. Open the .dmg file by double-clicking, and then copy its contents to the 'Applications' folder on your server.
5. If your server is a Linux machine, install the appropriate command line application as described in the 'Linux Server Installation' section immediately below.
6. In all cases, if the server machine has a graphical interface and is accessible, and you want to create your database and import the demo data using that machine, install the relevant GUI (client) version of the application in the same folder or directory as the command line or service application. To do this, follow the procedure described in the 'Single-user' section above on page 10.
7. Install the relevant GUI versions of Enterprise by HansaWorld on each of the client machines, again as described in the 'Single-user' section above.

An iOS client (named "Enterprise 7.1 Client") is available in iTunes.

If you need an Android client, please contact your local HansaWorld office.

The next stage is to launch the application on the server machine for the first time and to configure it for your own use. Please refer to the 'Starting Enterprise by HansaWorld - Server' section below on page 134 for details.

Linux Server Installation

To install the Enterprise by HansaWorld server application using the "Terminal" mode under Linux, follow these steps—

1. Download the latest version of Enterprise by HansaWorld that is correct for your platform and operating system (i.e. the Linux Command Line version).
2. Open the Terminal application. Use the Terminal icon in the Dock or Panel.
3. Type the following, remembering that the Terminal environment on Linux is case-sensitive—

```
mkdir /Applications/Enterprise/
```

Creates a new "Enterprise" directory inside the "Applications" directory at the root level.

```
cp /Users/username/Desktop/enterprise.gbr.linux.server.71.tgz
/Applications/Enterprise
```

Copies the installer file (named enterprise.gbr.linux.server.71.tgz in this example) from the desktop to the new "Enterprise" directory.

```
cd /Applications/Enterprise/
```

Makes the "Enterprise" directory the current directory.

```
tar -xvzf enterprise.gbr.linux.server.71.tgz
```

Ex p a n d s t h e enterprise.gbr.linux.server.71.tgz file. A new directory will be created in your "Enterprise" directory. This new directory will be named enterprise-linux-server. This

will contain the application and the necessary auxiliary files.

```
rm -xvzf enterprise.gbr.linux.server.71.tgz
```

Deletes the installer file.

The next stage is to launch the application for the first time and to configure it for your own use. Please refer to the 'Starting Enterprise by HansaWorld - Server' section immediately below for details.

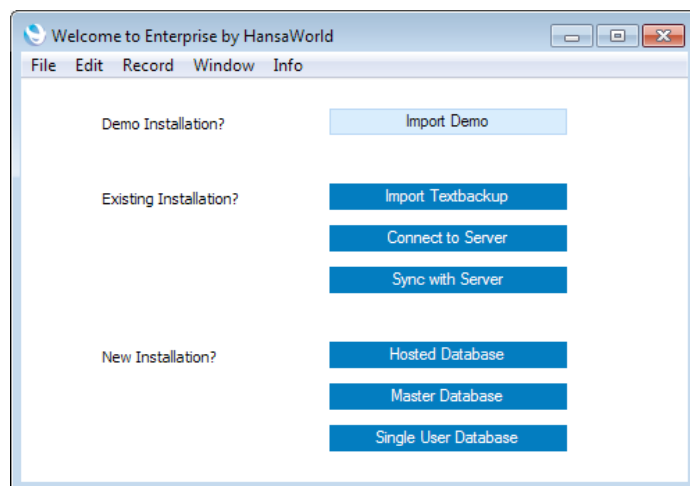
Starting Enterprise by HansaWorld - Server

In this section, we describe creating a new database, importing the demonstration data and starting the server.

The Enterprise by HansaWorld server applications do not have graphical interfaces. With a small database such as the demonstration database, it can be easier to use the GUI application to create the new database and import the demonstration data (i.e. for the first four steps below) and then switch to the server application.

You can follow the entire sequence on the server machine itself if it is accessible and has a graphical interface. This requires you to have installed the GUI and server versions of the application in the same directory or folder on the server machine, as mentioned in step 6 in the previous section. Otherwise, work on a local machine for the first four steps and then copy the database (named "HANSA.HDB") to the server (into the folder or directory containing the Enterprise by HansaWorld server application).

1. Start the Enterprise by HansaWorld GUI application by double-clicking the application icon. The first window to appear will ask how you want to use the application—



2. Click the [Import Demo] button to begin the process of creating a new database and importing the demonstration data.
3. When the import finishes, you will be logged in automatically. The Master Control panel will appear, as illustrated above on page 14. The window title of the Master Control panel will contain the phrase "(DEMO)" as a suffix, to remind you that you are in a demo installation and that you should use it for testing only and not for real data.

4. Quit the application by selecting 'Quit' from the File menu (Windows and Linux) or from the Enterprise menu (Mac OS X). You can also use the Alt-F4 (Windows) or ⌘ -Q (Mac OS X) keyboard shortcuts.
5. If you were working on a local machine for the previous steps, copy the database (named "HANSA.HDB") to the server, into the folder or directory containing the Enterprise by HansaWorld server application. Work on the server for the following steps.
6. If you are using Windows, start the service application by opening the Control Panel and double-clicking 'Administrative Tools' and then 'Services'. Find and select 'Enterprise Server 7.1 2013-12-31' in the list and choose to start the service. (The name may vary slightly, depending on the precise version of Enterprise by HansaWorld you are using.) Alternatively, restart the server machine. The service application will be launched automatically.
7. If you are using Linux or Mac OS X, open the Terminal application and change directory to the one containing the Enterprise by HansaWorld applications.

Type—

`./Enterprise &`

This starts the Enterprise by HansaWorld server application. The & is optional: it allows you to run the program in the background and to use the Terminal window for other tasks.

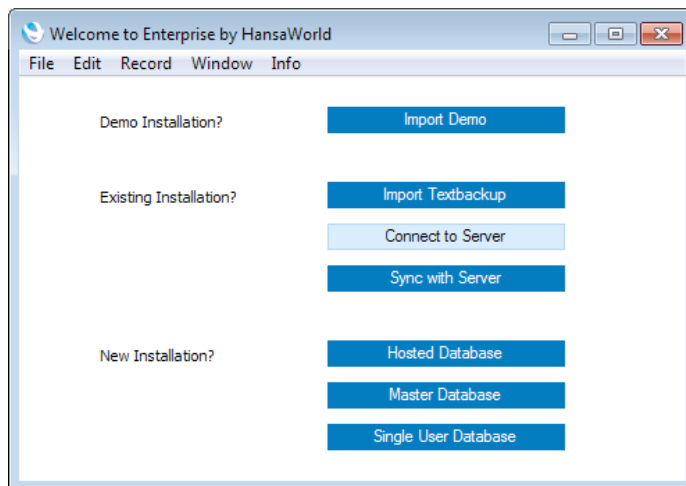
This assumes the application is named "Enterprise". If this is not the case, type the application name after `./`.

The next stage is to connect to the server from a client. Please refer to the 'Starting Enterprise by HansaWorld - Client' section immediately below for details.

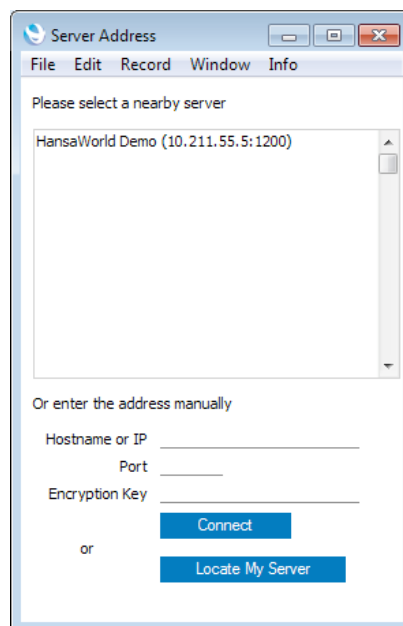
Starting Enterprise by HansaWorld - Client

Having configured the server as described above on page 134, you can now configure Enterprise by HansaWorld on each client computer. The server should be running while you are doing this.

1. Working on a client computer, start Enterprise by HansaWorld by double-clicking the application icon. The first window to appear will ask how you want to use the application—



2. Click the [Connect to Server] button. The 'Server Address' window will appear, listing the available servers in the same subnet as your client computer—



Double-click the server in the list that you want to log in to, or click once and then click the [Connect] button.

If the server is not listed, the probable reasons are—

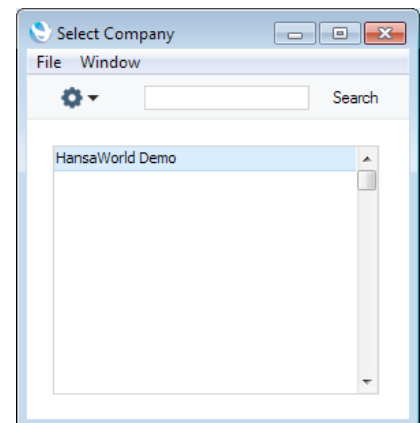
- i. The server is in the same subnet as your client machine but it is not discoverable by the client using the Bonjour service discovery protocol.

In this case, enter its IP address in the Hardware or IP field, and specify 1200 in the Port field.

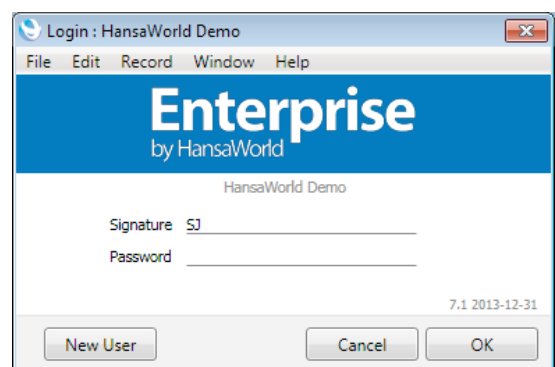
- ii. The server is not in the same subnet as your client machine. In this case, first make sure you have ticked the Wide Area Network box in the Configuration setting on the server and then proceed as described in step i above. To be in the same subnet, the first three sections of the IP addresses of the server and clients must be the same.

In both cases, the server details will be saved in the Enterprise by HansaWorld client database.

3. The 'Select Company' window will appear: select the single option by double-clicking—



4. Log in as SJ with no password—



5. The Master Control panel will appear, as illustrated above on page 14. The window title of the Master Control panel will contain the phrase "(DEMO)" as a suffix, to remind you that you are in a demo installation and that you should use it for testing only and not for real data.

If you are using Skype, Skype will now ask you if you will allow Enterprise by HansaWorld to use Skype. Please refer to page 13 above for details.

6. Repeat the sequence for Enterprise by HansaWorld on each client computer.

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